



User's Manual

Functions and Features of the

FleetDispatchPRO

Version 1.12

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1.05

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1.2. Introduction

This manual describes the use of the FleetDispatchPRO application.

The FleetDispatchPRO software uses a standard Windows interface. This manual assumes you have a basic knowledge of working in Windows and using a mouse. If you are familiar with Windows, you should find the instructions easy to understand.

All instructions assume you are using a mouse. However, some keyboard shortcuts are available to perform the same functions as the mouse.

FleetDispatchPRO is computer aided dispatcher software designed to enable radio dispatchers to send and receive data messages, communicate with field radios, and monitor voice traffic.

FleetDispatchPRO is stand-alone software that runs on a single computer; it does not operate across a computer network.

Key features include:

- User-friendly Graphical User Interface
- Radio ID List in Tree Format
- PTT ID Display
- Status Messaging

- Radio Status Request
- Short / Long Text Messaging
- Selective Calling
- Call Logging / Message Logging
- Emergency Display & Alert
- Send/Receive KDS-100 FleetSync™ Messages
- Export database to CSV File

1.3. Software Package

The FleetDispatchPRO product package includes the following components:

- FleetDispatchPRO CD-ROM
- FleetDispatchPRO User's Manual
- Hardware Key

2. Installation

2.1. Minimum System Requirements

- Pentium II 450 MHz or newer
- 64 MB RAM
- 10 MB hard disk space for installation, additional space for message log
- CD-ROM drive
- 1 Serial Port
- 1 Parallel Port (for hardware security key)
- Mouse
- Sound card and driver
- Speakers
- Super VGA color monitor or better
- 1024x768 or higher resolution
- Microsoft Windows 98 or later

2.2. Software Installation

FleetDispatchPRO software package is contained on one CD-ROM. Use this CD-ROM to install the:

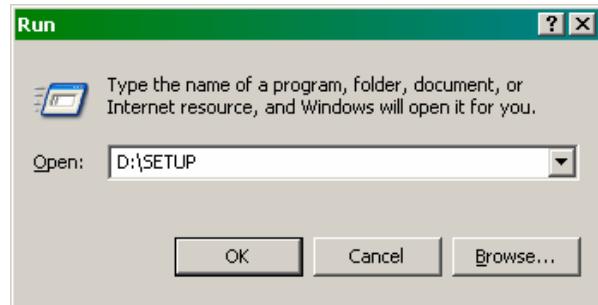
1. FleetDispatchPRO application, and
2. Sentinel System Driver.

They both have their own Setup programs. The FleetDispatchPRO's Setup installs all necessary files for FleetDispatchPRO application to run properly, and the driver's Setup program only installs the driver. Sentinel System Driver is required for the hardware key to work.

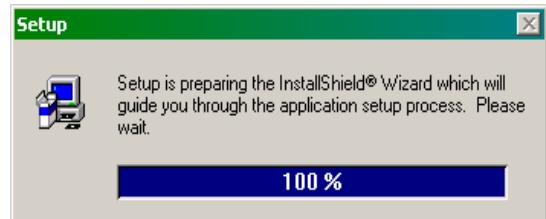
2.2.1. Installing FleetDispatchPRO

To install FleetDispatchPRO application:

1. Insert the FleetDispatchPRO CD-ROM into the CD-ROM drive.
2. Select the **Start** button on the Windows taskbar, then select **Run...** menu item.
3. In the **Run** dialog box, type **D:\SETUP** (if your CD-ROM drive is not on "D", substitute the letter of your CD-ROM drive for "D"). Press **Enter** key or select **OK** button.

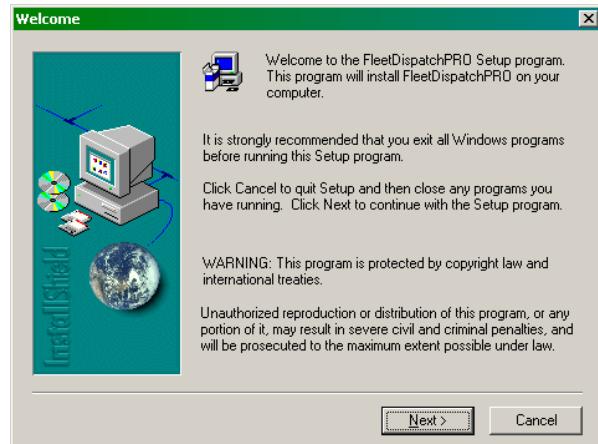


The Setup program begins.

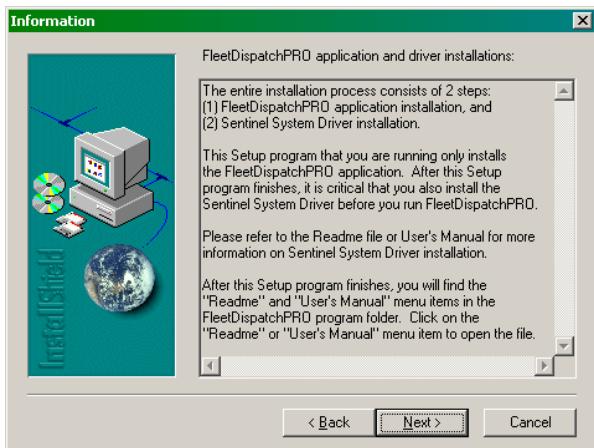


Note: While stepping through the InstallShield Wizard screens, at any time, you may select the **Back** button to return to a previous screen or select the **Cancel** button to cancel the installation.

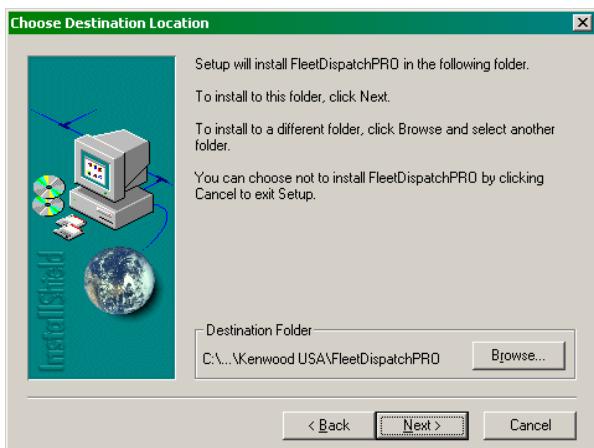
4. Follow the instructions on the Welcome screen of the InstallShield Wizard. Click **Next** when ready to continue.



5. The InstallShield Wizard displays the Information screen to inform you of the second part of the installation process. Read the information and click **Next** to continue.



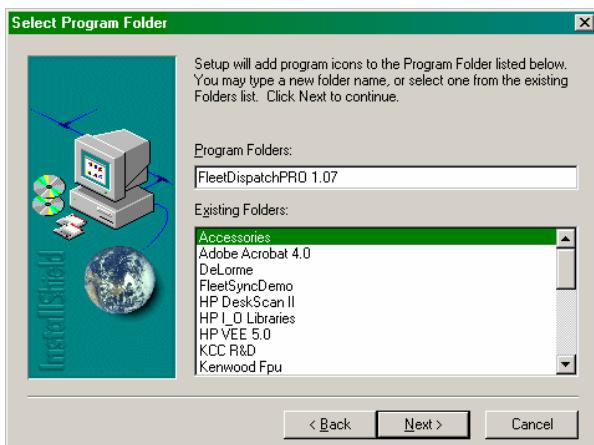
6. The next screen displays the default destination folder.



To accept the default folder, click **Next**. We recommend that you use this folder.

To install to a different location, click **Browse**, select the folder you want to use, and click **Next**.

7. The InstallShield Wizard displays the next screen.



To accept the default Program Folder name, click **Next**.

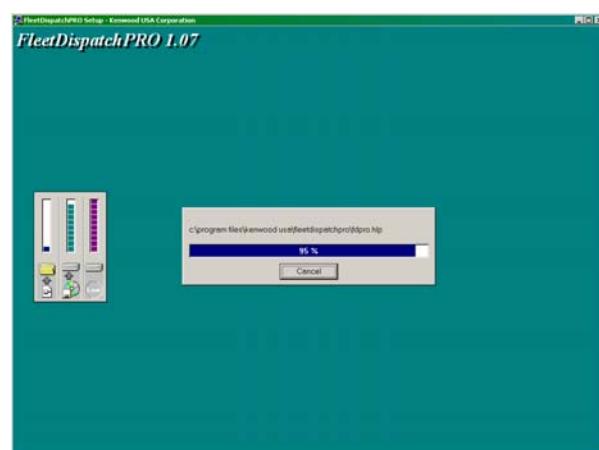
To use a different name, type it in the "Program Folders:" field, and click **Next**.

To use an existing Program Folder, select one from the "Existing Folders:" list, and click **Next**.

8. The next screen lets you review all the installation settings you specified. To change any settings, click **Back**. When ready to copy files, click **Next**.



9. The InstallShield displays installation in progress.



10. Once the setup program finishes copying all files, it displays the final screen. Read the instructions, and select **Finish** to complete the FleetDispatchPRO portion of the installation.



Now that you have finished installing the FleetDispatchPRO application, the next step is to install the Sentinel System Driver.

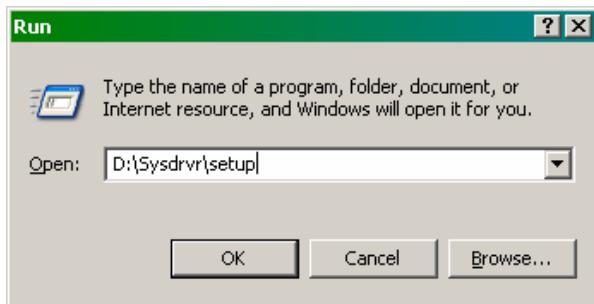
2.2.2. Installing System Driver

The driver's Setup program is located in `\Sysdrv` directory on your FleetDispatchPRO CD-ROM. The driver's Setup program is provided by Rainbow Technologies.

To install the system driver:

While the FleetDispatchPRO CD-ROM is still in the CD-ROM drive:

1. Select the **Start** button on the Windows taskbar, then select **Run...** menu item.
2. In the **Run** dialog box, type `D:\Sysdrv\setup` (if your CD-ROM drive is not on "D", substitute the letter of your CD-ROM drive for "D"). Press **Enter** key or select **OK** button.



The driver's Setup program will detect the version of the Windows operating system, and launch the correct version of Sentinel System Installation program in the background.

NOTE that the driver's Setup program runs in quiet mode in the background and it only takes a few seconds, you will only see that the

mouse cursor briefly turns into an hourglass and back to an arrow. Therefore, the only way to verify whether the driver is installed is to run the "Add or Remove Programs" program in the Control Panel menu (or program folder) of your operating system, and then check to see if "Sentinel System Driver" is in the list of "Currently installed programs".

To verify that the driver is installed, do one of the following:

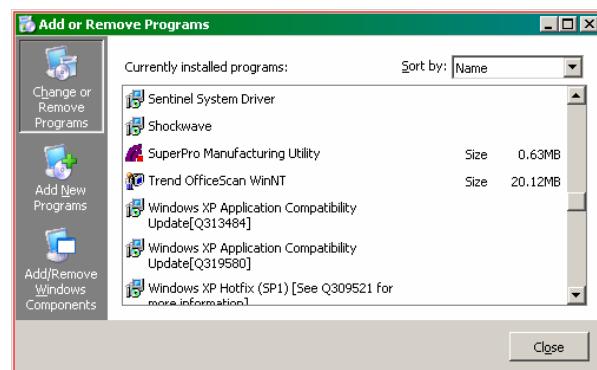
- A) If you are NOT running Windows XP:

1. Select the **Start** button on the Windows taskbar, select **Settings**, and then select **Control Panel**. Depending on the version of Windows running on your computer, a Control Panel window similar to the following opens up:

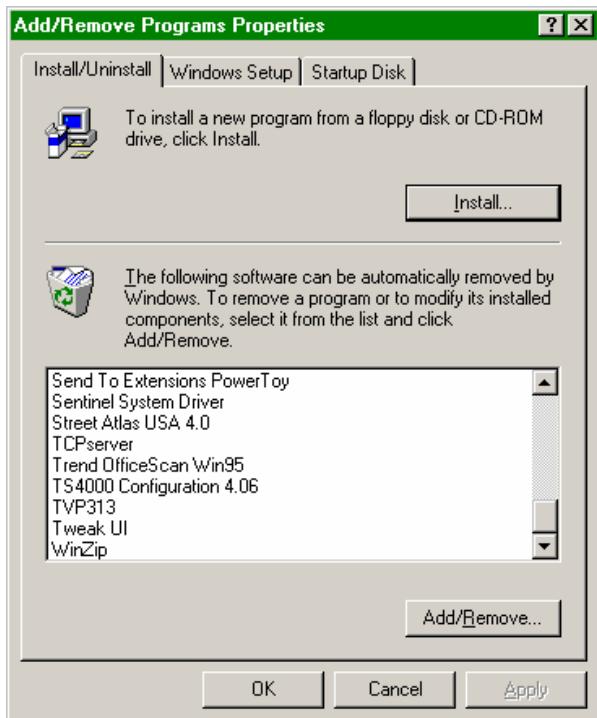


Double-click on the icon labeled "Add/Remove Programs".

2. Depending on the version of Windows, a dialog box similar to one of the following opens up:



or



You have completed the entire FleetDispatchPRO software installation. For information on how to start using FleetDispatchPRO, please refer to section **3 FleetDispatchPRO Basics**.

2.3. Mobile Radio Requirements

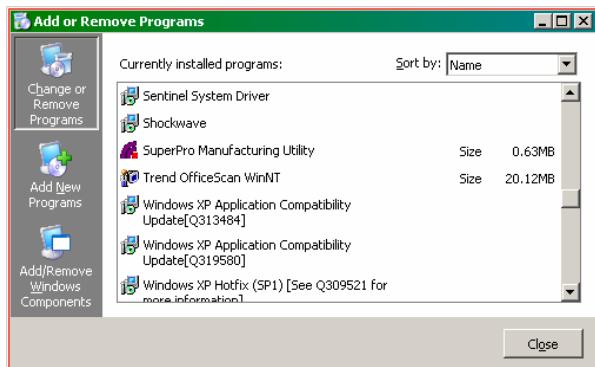
- 80-Series Mobile Radio (Version 2 or later)
- 150-Series Mobile Radio
- FleetSync™ Enhanced Enabled (already factory installed except for 800/900 MHz products)
- Installed KCT-31 PC Serial Interface Cable (80-Series only)
- KMC-9C Base station Desktop Microphone recommended

Scroll down the list box to see if "Sentinel System Driver" is in the list.

3. After you have verified the driver is installed, click **Close** or **Cancel** to close the dialog box.
4. Close the Control Panel window.

B) If you are running Windows XP:

1. Select the **Start** button on the Windows taskbar, select **Control Panel**, and then select **Add or Remove Programs**. The Add or Remove Programs window similar to the following opens up:



Scroll down the list box to see if "Sentinel System Driver" is in the list.

2. After you have verified the driver is installed, click **Close** to close the window.

3. FleetDispatchPRO Basics

This section provides an overview of the user interface of the FleetDispatchPRO software. It describes the types of windows and controls used within the main window, the operational modes, and the communication between the software and the base radio.

For detailed descriptions of each software function, please refer to section **6 Software Functions**.

The FleetDispatchPRO software uses a standard Windows interface. This manual assumes you have a basic knowledge of working in Windows and using a mouse.

3.1. Before Starting FleetDispatchPRO

In order to run FleetDispatchPRO, you need to attach the hardware key to your computer's parallel port. The parallel port is a 25-pin connector typically located in the back panel of the computer, also known as the printer port.

3.2. Starting FleetDispatchPRO

To start FleetDispatchPRO, do one of the following:

If you are NOT running Windows XP:

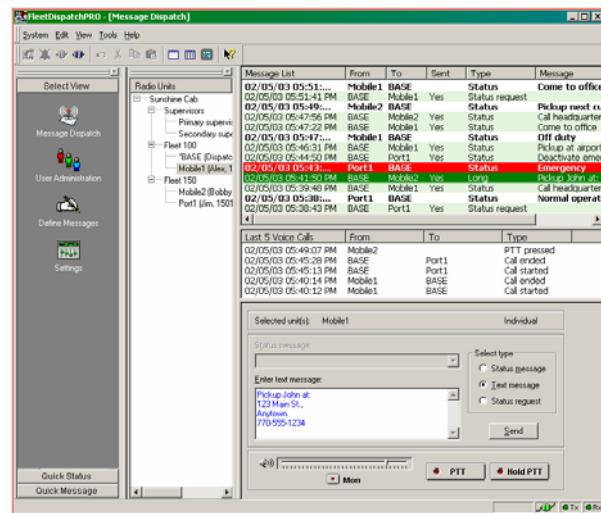
1. Select the **Start** button on the Windows taskbar.
2. On the **Start** menu, point to **Programs**, point to **FleetDispatchPRO 1.11**, then select **FleetDispatchPRO**.

OR

If you are running Windows XP:

1. Select the **Start** button on the Windows taskbar.
2. On the **Start** menu, point to **All Programs**, point to **FleetDispatchPRO 1.11**, then select **FleetDispatchPRO**.

3.3. User Interface Quick Tour



At the top portion of the software's main window, there is a title bar, a menu bar, and a toolbar. The status bar is located at the bottom.

The main window contains several child windows designed to allow easy access to information and dispatch control.

When you start FleetDispatchPRO, it displays three child windows in the main window. The Shortcut docking window and the Radio Units docking window are on the left, and there is always a view window displayed on the right.

The Shortcut docking window contains three shortcut list bars:

- Select View
- Quick Status
- Quick Message

For more information on view windows and docking windows, please refer to sections:

- [6.1.3 View Menu](#)
- [6.4 Shortcut Docking Window](#)
- [6.5 Radio Unit Docking Window](#)

The only view window available in Run mode is Message Dispatch view. In Configure mode, Message Dispatch, User Administration, Define Messages, and Settings views are accessible. However, the Message Dispatch view is read-only in Configure mode, meaning that it is viewable but the user cannot send or receive messages.

Note: System configuration is allowed (and thus Configure mode is available) only when FleetDispatchPRO is not connected to the base radio.

3.4. Menus, Buttons and Status Bar

3.4.1. Title Bar

The title bar displays the software title, followed by the name of the currently visible view window.

The three buttons at the right end of the title bar are:

- **Minimize** button allows you to minimize the main window of the software.
- **Maximize or Restore** button resizes the main window.
- **Close** button closes the software.

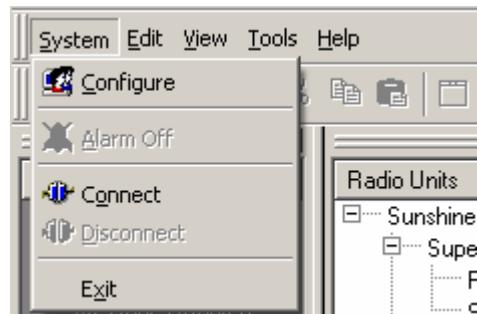
3.4.2. Menu Bar

The menu bar displays several pull-down menus, and menus provide access to most FleetDispatchPRO commands. The pull-down menus are:

- **System** - allows you to configure the software, connect to or disconnect from a base radio, and exit the software.
- **Edit** - provides useful functions for editing text messages or data records.
- **View** - allows you to change screen views.
- **Tools** - provides additional data utilities.
- **Help** - contains an on-line help system and FleetDispatchPRO version information.

3.4.2.1. Selecting a Menu or Menu Item

You can use the mouse or the keyboard to select menu commands.



3.4.2.1.1. Using the Mouse

To pull down a menu, move the mouse pointer to the desired menu and click the left mouse button.

To select a menu item on the pulled down menu, move the mouse pointer to the desired menu item and click the left mouse button.

3.4.2.1.2. Using Keyboard Shortcuts

To pull down a menu, press **<Alt + the underlined letter of the menu item>**. For example, to pull down the “**S**ystem” menu, press **<Alt + S>**.

To select a menu item on the pulled down menu, use the arrow keys to highlight the desired menu item and press **<Enter>**.

3.4.3. Toolbar (Shortcut) Buttons



The toolbar contains shortcut buttons for some of the items in the pull-down menus; this provides a one-click access to some of the most-frequently-used commands. If a button is not available (disabled), its picture appears in gray color.

To execute a command, position the mouse pointer on a button and click the left mouse button once. For more information, see **6.2 Toolbar**.

3.4.4. Status Bar

The status bar displays the program status and error messages, serial communication traffic status, menu item information, and toolbar button information. For more information, see **6.3 Status Bar**.

3.5. Online Help

Online Help provides useful guidance on how to use FleetDispatchPRO software. There are two ways of getting help information:

- A. Enter Context-sensitive Help mode:

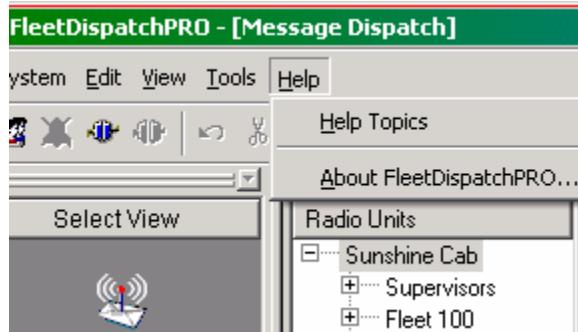


From within the FleetDispatchPRO main window, the user can click on the Context-sensitive Help toolbar button to place the application into “Help mode.”

While In Help mode, the mouse cursor changes to a Help cursor (an arrow with a question mark), and the user can use that Help cursor to click any window, or button to summon help information specific to the item. Help mode ends when Help main screen is displayed.

Also, while still in Help mode, pressing the ESC key or switching away from the FleetDispatchPRO application and back also ends Help mode.

B. Using Help Topics menu item:



Selecting the Help Topics menu item invokes the Help Topics dialog box. From the Help Topics dialog box, you can jump to instructions for using FleetDispatchPRO and various types of reference information.

For more information, see [5.15 Launch Online Help](#).

3.6. Modes of Operation

At any given time, FleetDispatchPRO operates in one of the two modes: Run or Configure mode.

The software executes in Run mode when it is started. In this mode, by selecting the appropriate System menu items or toolbar buttons, the user is able to configure the software, connect to a base radio, or disconnect from the base radio.

Note: If this is the first time FleetDispatchPRO is started, it is necessary to configure the software before you attempt to connect to the base radio.

In Configure mode, FleetDispatchPRO allows the user to configure the software to work with Kenwood's FleetSync™-enabled radios. The user, in this case, is typically an authorized personnel such as an administrator.

Note: System configuration is allowed (and thus Configure mode is available) only when FleetDispatchPRO is not connected to the base radio.

For more information on FleetDispatchPRO configuration, see section [4 Configuration](#).

3.7. Communication between PC and Base Radio

FleetDispatchPRO connects to the base radio through the PC's serial communication port. The user/administrator can select a desired communication port in the Settings view. Connecting to or disconnecting from the base radio is as easy as selecting the appropriate System menu items or toolbar buttons.

While connected, the user is able to send messages to and receive messages from mobile/portable radios in the field through the base radio. The user can also control some essential radio command buttons (PTT, volume, etc.) on the base radio through the Dispatch Control panel. See section [5 Operation](#) for help on sending and receiving messages, and radio controls.

3.8. General Usage of Grid Window

The User Administrative view and Define Messages view in FleetDispatchPRO contains several tab windows. Each tab window has a grid for data entry. The following shows the grid in the **Define Fleets** tab of the User Administrative view:

Fleet Number	Fleet Name	Fleet Description	Include
100	Fleet 100	Base + M1	<input checked="" type="checkbox"/>
101	Fleet 101		<input type="checkbox"/>
102	Fleet 102		<input type="checkbox"/>
103	Fleet 103		<input type="checkbox"/>
104			<input type="checkbox"/>
105			<input type="checkbox"/>
106			<input type="checkbox"/>
107			<input type="checkbox"/>
108			<input type="checkbox"/>
109			<input type="checkbox"/>
110			<input type="checkbox"/>

Define Fleets Define Units Define Supervisors

Configure Tx Rx

3.8.1. Data Records

The rows in a grid represent data records in the database; a data record typically consists of a number of data fields. These data fields are organized into columns of cells in the grid. For example, as illustrated in the **Define Fleets** tab window, a data record (a row of cells) consists of **Fleet Number**, **Fleet Name**, **Fleet Description**, and **Include** data fields.

3.8.2. Editing in Grid

To enter a new data in a particular cell:

1. Click on the cell to activate it.
2. Start typing.

To modify existing data in a particular cell:

1. Click on the cell to activate it and a flashing vertical caret appears. Depending on where you click, the caret may appear in the beginning, the end, or somewhere in the middle of the existing data.
2. Use the arrow keys on your keyboard to position the caret to the right of the character(s) you want to delete.
3. Press the “Backspace” key on your keyboard one or more times until the unwanted character(s) is/are deleted.
4. Position the caret at where you want to add the new data and type it in.

When a cell in the grid is active, the user can move from that cell to another by pressing the arrow keys.

3.8.3. State of Current Data Record, and Saving Modifications

	Fleet Number	Fleet Name	Fleet Description	Include
100	Fleet 100	Base radio + Mob1		<input checked="" type="checkbox"/>
101	Fleet 101			<input type="checkbox"/>
102	Fleet 102			<input type="checkbox"/>
103	Fleet 103			<input type="checkbox"/>
104				<input type="checkbox"/>
105				<input type="checkbox"/>

Define Fleets Define Units Define Supervisors
Configure   

The very first column of a grid is a row header, which shows the state of the current row. An arrow symbol indicates the current row (or data record) as unmodified, while a pencil symbol indicates that the current row has been modified.

If the current row is modified, the user has to click on a different row to save the new changes. After the changes are saved into the database, the pencil symbol on the row header column changes back to an arrow.

3.8.4. Adding New Data Record

Fleet Number	Unit ID	Unit Name	User Name	Serial Number	Long Message
100	1000	BASE	Dispatcher	0000000001	<input type="checkbox"/>
100	1500	Mobile1	Alex	0000000002	<input type="checkbox"/>
150	1500	Mobile2	Bobby	0000000003	<input checked="" type="checkbox"/>
150	1501	Port1	Jim	0000000004	<input type="checkbox"/>
*	0				<input type="checkbox"/>

Define Fleets Define Units Define Supervisors
Configure   

Note: This feature applies only to **Define Units** tab and **Define Supervisors** tab because they contain variable size grids.

The grids in **Define Units** tab and **Define Supervisors** tab allow the user to add a new data record (row) at the bottom. The last row at the bottom of the grid (marked with an asterisk in the row header) is where the user adds a new record to the grid. When the user enters data in the last row, the asterisk turns into a pencil symbol, and a new row is appended to the grid for future addition.

4. Configuration

For FleetDispatchPRO to operate properly, it is necessary to configure the software before you attempt to connect to the base radio.

This section provides a step by step procedure of configuring the FleetDispatchPRO software. For detail descriptions of configure-mode view windows and how to use a grid window, please refer to sections:

- **6.1.3.2 User Administration View Command**
- **6.1.3.3 Define Messages View Command**
- **6.1.3.4 Settings View Command**
- **3.8 General Usage of Grid Window**

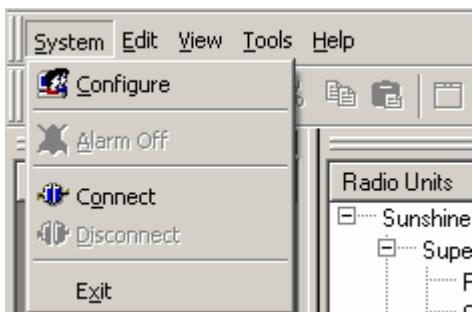
Note: The User Administration, Define Messages, and Settings views are available only in Configure mode.

4.1. Enter/Exit Configure Mode

The Configure menu item under System menu works as a toggle switch. It switches the FleetDispatchPRO in or out of the Configure mode.

To enter Configure mode:

1. Click on System menu, and then click on Configure menu item.



2. An "Enter password" dialog appears.



3. **Note:** The FleetDispatchPRO software is shipped with this password set to "Kenwood", we recommend that you change it to something only you can remember. You can change the password in the Settings view, the maximum length of the password is 8 characters long.

Enter your password in the text box next to the "Password:" label, and click OK. FleetDispatchPRO is now in Configure mode, as the status bar indicated.



To exit Configure mode, click on System menu, and then click on Configure menu item. FleetDispatchPRO is now in Run mode.

4.2. User Administration

User configuration consists of at least two stages, the third stage is optional:

- Define Fleets
- Define Units
- Define Supervisors

The next three subsections illustrate how to add a radio to the system with this example radio:

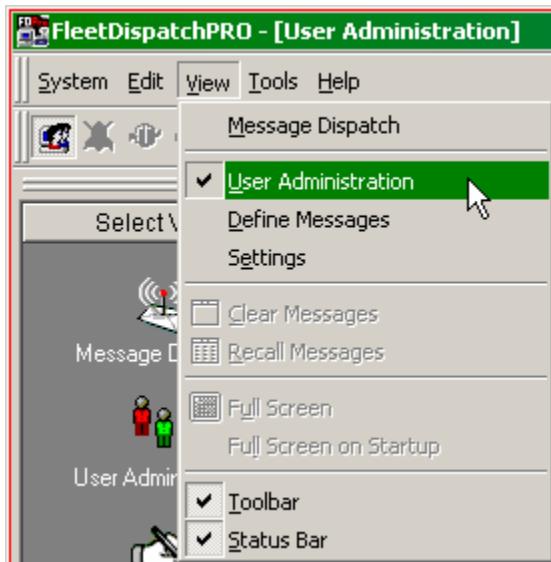
Fleet number: 150
Fleet name: Fleet 150
Unit ID: 1500
Unit Name: Mobile2
User Name: Bobby
Serial Number: 0000000003

4.2.1. Define a Fleet

1. While FleetDispatchPRO is in Configure mode, to access the User Administration view, either click on the "User Administration" button in the Select View shortcut window:



Or, you can select the User Administration menu item under the View menu:



- When the User Administration view is displayed, the first tab window you see is **Define Fleets** tab:

Fleet Number	Fleet Name	Fleet Description	Include
100	Fleet 100	Base radio + Mob1	<input checked="" type="checkbox"/>
101	Fleet 101		<input type="checkbox"/>
102	Fleet 102		<input type="checkbox"/>
103	Fleet 103		<input type="checkbox"/>
104			<input type="checkbox"/>
105			<input type="checkbox"/>
106			<input type="checkbox"/>
107			<input type="checkbox"/>
108			<input type="checkbox"/>
109			<input type="checkbox"/>
110			<input type="checkbox"/>

Define Fleets Define Units Define Supervisors Configure Tx Rx

The bold-text tab label under the grid indicates which tab window you are looking at; in this case, it is "Define Fleets".

- Scroll down the grid to look for fleet number 150, click on the cell to its right (under the **Fleet Name** column) to make the cell active, and enter the fleet name "Fleet 150".

Fleet Number	Fleet Name	Fleet Description	Include
145			<input type="checkbox"/>
146			<input type="checkbox"/>
147			<input type="checkbox"/>
148			<input type="checkbox"/>
149			<input type="checkbox"/>
150	Fleet 150		<input type="checkbox"/>
151			<input type="checkbox"/>
152			<input type="checkbox"/>
153			<input type="checkbox"/>
154			<input type="checkbox"/>
155			<input type="checkbox"/>

Define Fleets Define Units Define Supervisors Configure Tx Rx

Notice that when you enter the first letter in the **Fleet Name** cell, the arrow symbol in the row header column (the first column of the grid) turns into a pencil symbol, which indicates that the current row has been modified.

- Check the **Include** checkbox in the same row.

	Fleet Number	Fleet Name	Fleet Description	Include
	145			<input type="checkbox"/>
	146			<input type="checkbox"/>
	147			<input type="checkbox"/>
	148			<input type="checkbox"/>
	149			<input type="checkbox"/>
150		Fleet 150		<input checked="" type="checkbox"/>
	151			<input type="checkbox"/>
	152			<input type="checkbox"/>
	153			<input type="checkbox"/>
	154			<input type="checkbox"/>
	155			<input type="checkbox"/>

Define Fleets Define Units Define Supervisors **Configure**

5. Click on a different row to save the new changes. For example, click on the **Fleet Name** cell of row 151.

	Fleet Number	Fleet Name	Fleet Description	Include
	145			<input type="checkbox"/>
	146			<input type="checkbox"/>
	147			<input type="checkbox"/>
	148			<input type="checkbox"/>
	149			<input type="checkbox"/>
150		Fleet 150		<input checked="" type="checkbox"/>
▶	151			<input type="checkbox"/>
	152			<input type="checkbox"/>
	153			<input type="checkbox"/>
	154			<input type="checkbox"/>
	155			<input type="checkbox"/>

Define Fleets Define Units Define Supervisors **Configure**

Notice the pen symbol changes back to an arrow symbol indicating that the data has been saved. The arrow symbol also points at the row (151) that has the active cell (**Fleet Name** cell).

Now that you have a new fleet number, you can add new radios to it.

Note: Instead of creating a new fleet number, you can modify the existing fleets. For example, you can rename “Fleet 100” to “Service”.

You can also remove a fleet of radios from the system without deleting the entire fleet by unchecking the **Include** checkbox. This allows you to keep the configuration data in case you need to place the fleet group back into the system in the future.

4.2.2. Define a Radio Unit

- If the “Define Units” tab label is not currently in bold-text, it is not on top of the other tabs. Click on the “Define Units” tab label to bring it on top. The tab label turns into bold text, which indicates you are looking at **Define Units** tab window.

	Fleet Number	Unit ID	Unit Name	User Name	Serial Number	Long Message
▶	100	1000	BASE	Dispatcher	0000000001	<input type="checkbox"/>
▶	100	1500	Mobile1	Alex	0000000002	<input type="checkbox"/>
*	0					<input type="checkbox"/>

Define Fleets **Define Units** Define Supervisors **Configure**

The last row at the bottom of the grid (marked with an asterisk in the row header) is where you add a new record (or row) to the grid.

The cells in the **Fleet Number** column are actually combo boxes that list all allowable fleet numbers.

- Click on the **Fleet Number** cell in the last row to make the cell active, and a down arrow button appears on the right end of the cell.

	Fleet Number	Unit ID	Unit Name	User Name	Serial Number	Long Message
▶	100	1000	BASE	Dispatcher	0000000001	<input type="checkbox"/>
▶	100	1500	Mobile1	Alex	0000000002	<input type="checkbox"/>
*	0					<input type="checkbox"/>

Define Fleets **Define Units** Define Supervisors **Configure**

- Click on the down arrow button causes a dropdown table to appear right below the active cell. The dropdown table lists exactly the same information as that in the **Define Fleets** tab.

	Fleet Number	Unit ID	Unit Name	User Name	Serial Number	Long Message
▶	100	1000	BASE	Dispatcher	0000000001	<input type="checkbox"/>
▶	100	1500	Mobile1	Alex	0000000002	<input type="checkbox"/>

Fleet Number Fleet Name Fleet Description Include

100	Fleet 100	Base radio + Mob1	TRUE
101	Fleet 101		FALSE
102	Fleet 102		FALSE
103	Fleet 103		FALSE
104			FALSE
105			FALSE
106			FALSE

Define Fleets **Define Units** Define Supervisors **Configure**

4. Scroll down the dropdown table to look for fleet number 150. Click on the row that contains fleet number 150.

Fleet Number	Unit ID	Unit Name	User Name	Serial Number	Long Message
100	1000	BASE	Dispatcher	0000000001	<input type="checkbox"/>
100	1500	Mobile1	Alex	0000000002	<input type="checkbox"/>
*	0				

Fleet Number Fleet Name Fleet Description Include

148		FALSE
149		FALSE
150	Fleet 150	TRUE
151		FALSE
152		FALSE
153		FALSE
154		FALSE

Define Fleets Define Units Define Supervisors

Configure

5. After the fleet number is selected, the dropdown table closes and the fleet number is inserted into the active **Fleet Number** cell. Notice that the asterisk in the row header turns into a pencil symbol and a new row is appended to the grid for future addition.

Fleet Number	Unit ID	Unit Name	User Name	Serial Number	Long Message
100	1000	BASE	Dispatcher	0000000001	<input type="checkbox"/>
100	1500	Mobile1	Alex	0000000002	<input type="checkbox"/>
*	150				<input type="checkbox"/>
*	0				<input type="checkbox"/>

Define Fleets Define Units Define Supervisors

Configure

6. Click on the **Unit ID** cell in the same row and enter "1500".

Fleet Number	Unit ID	Unit Name	User Name	Serial Number	Long Message
100	1000	BASE	Dispatcher	0000000001	<input type="checkbox"/>
100	1500	Mobile1	Alex	0000000002	<input type="checkbox"/>
*	150	1500			<input type="checkbox"/>
*	0				<input type="checkbox"/>

Define Fleets Define Units Define Supervisors

Configure

7. Click on the **Unit Name** cell in the same row and enter "Mobile2".

Fleet Number	Unit ID	Unit Name	User Name	Serial Number	Long Message
100	1000	BASE	Dispatcher	0000000001	<input type="checkbox"/>
100	1500	Mobile1	Alex	0000000002	<input type="checkbox"/>
*	150	Mobile2			<input type="checkbox"/>
*	0				<input type="checkbox"/>

Define Fleets Define Units Define Supervisors

Configure

8. Similarly, enter the information for the **User Name** and **Serial Number** cells:

"Bobby" for **User Name** cell
"0000000003" for **Serial Number** cell

Fleet Number	Unit ID	Unit Name	User Name	Serial Number	Long Message
100	1000	BASE	Dispatcher	0000000001	<input type="checkbox"/>
100	1500	Mobile1	Alex	0000000002	<input type="checkbox"/>
*	150	Mobile2	Bobby	0000000003	<input type="checkbox"/>
*	0				<input type="checkbox"/>

Define Fleets Define Units Define Supervisors

Configure

9. If this radio is able to display long messages, that is, if it is connected to a KDS-100 terminal, click on the **Long Message** checkbox.

Fleet Number	Unit ID	Unit Name	User Name	Serial Number	Long Message
100	1000	BASE	Dispatcher	0000000001	<input type="checkbox"/>
100	1500	Mobile1	Alex	0000000002	<input type="checkbox"/>
*	150	Mobile2	Bobby	0000000003	<input checked="" type="checkbox"/>
*	0				<input type="checkbox"/>

Define Fleets Define Units Define Supervisors

Configure

10. Click on a different row to save the new changes. For example, click on the **Serial Number** cell of the row above. The pen symbol in the header row changes back to an arrow symbol indicating that the data has been saved.

Fleet Number	Unit ID	Unit Name	User Name	Serial Number	Long Message
100	1000	BASE	Dispatcher	0000000001	<input type="checkbox"/>
▶ 100	1500	Mobile1	Alex	0000000002	<input type="checkbox"/>
150	1500	Mobile2	Bobby	0000000003	<input checked="" type="checkbox"/>
*	0				<input type="checkbox"/>

Define Fleets Define Units Define Supervisors Configure  

You have just completed the procedure of adding a new radio to a fleet group. The new radio will be available in the Radio Units docking window, and you can select this radio in the docking window as a message recipient or a call recipient.

If you want to make this radio a supervisor radio, proceed to the next section.

Note: Not all radios are supervisors.

If you need to define messages for FleetDispatchPRO, proceed to section **4.3 Define Messages**.

If you are done with configuring FleetDispatchPRO, exit Configure mode.

4.2.3. Define a Supervisor

To define a supervisor:

1. Click on the “Define Supervisor” tab label to bring the tab window on top. The **Define Supervisor** tab displays as the following:

Supervisor ID	Supervisor Name
▶ 1000	Primary supervisors
*	

Define Fleets Define Units Define Supervisors Configure  

The last row at the bottom of the grid (marked with an asterisk in the row header) is where you add a new record (or row) to the grid.

The cells in the **Supervisor ID** column are actually combo boxes that list unit IDs that you can specify as supervisor IDs.

2. Click on the **Supervisor ID** cell in the last row to make the cell active, and a down arrow button appears on the right end of the cell.

Supervisor ID	Supervisor Name
1000	Primary supervisors
*	

Define Fleets Define Units Define Supervisors Configure  

3. Click on the down arrow button causes a dropdown table to appear right below the active cell. (The dropdown table lists only unique unit IDs defined in the **Define Units** tab.) Click on unit ID 1500.

Supervisor ID	Supervisor Name
1000	Primary supervisors
*	
Unit ID	

1000
1500

Define Fleets Define Units Define Supervisors Configure  

4. After unit ID 1500 is selected, the dropdown table closes and the unit ID is inserted into the active **Supervisor ID** cell. Notice that the asterisk in the row header turns into a pencil symbol, and a new row is appended to the grid for future addition.

Supervisor ID	Supervisor Name
1000	Primary supervisors
1500	
*	

Define Fleets Define Units Define Supervisors Configure  

5. Click on the **Supervisor Name** cell in the same row and enter a name, for example, “Assistant supervisor”.

	Supervisor ID	Supervisor Name
	1000	Primary supervisor
✓	1500	Assistant supervisor
*		

Define Fleets Define Units **Define Supervisors**

Configure     

- Click on a different row to save the new changes. For example, click on the **Supervisor Name** cell of the row above. The pen symbol in the header row changes back to an arrow symbol indicating that the data has been saved.

	Supervisor ID	Supervisor Name
►	1000	Primary supervisor
	1500	Assistant supervisor
*		

Define Fleets Define Units **Define Supervisors**

Configure     

You have completed the procedure of adding a supervisor to the system.

If you need to define messages for FleetDispatchPRO, proceed to section **4.3 Define Messages**.

If you are done with configuring FleetDispatchPRO, exit Configure mode.

4.3. Define Messages

4.3.1. Define a Status Message

Status messages are associated with the FleetSync™ status code numbers.

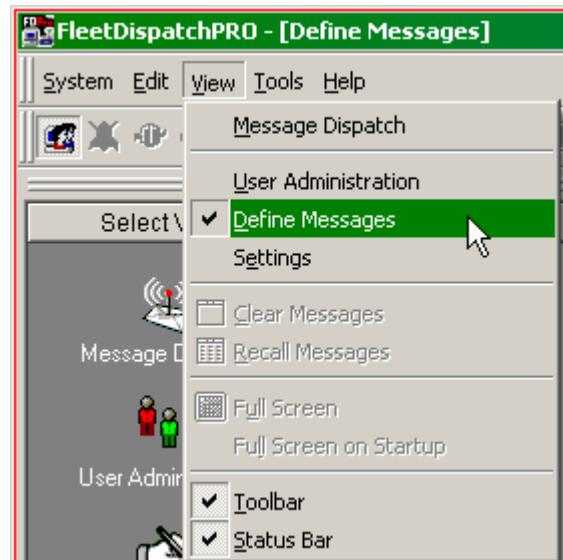
This subsection illustrates how to add a status message to the system with the following example:

Status Number: 22
 Status Message: Report to manager

- While FleetDispatchPRO is in Configure mode, to access the Define Messages view, either click on the “Define Messages” button in the Select View shortcut window:



Or, you can select the Define Messages menu item under the View menu:



- When the Define Messages view is displayed, the first tab window you see is **Status Messages** tab, as indicated by the bold-text tab label:

Status Number	Status Message	Quick Status
10	Call headquarter	<input checked="" type="checkbox"/>
11	Call home	<input type="checkbox"/>
12	Pickup at airport	<input checked="" type="checkbox"/>
13	Pickup at mall	<input type="checkbox"/>
14	Pickup next customer	<input checked="" type="checkbox"/>
15	Come to office	<input checked="" type="checkbox"/>
16	Go to lunch	<input checked="" type="checkbox"/>
17	Off duty	<input checked="" type="checkbox"/>
18	Call Alex	<input type="checkbox"/>
19	Call Jim	<input type="checkbox"/>
20	Call Bobby	<input checked="" type="checkbox"/>
21	Call Tony	<input type="checkbox"/>
22		<input type="checkbox"/>
23		<input type="checkbox"/>

Status Number	Status Message	Quick Status
10	Call headquarter	<input checked="" type="checkbox"/>
11	Call home	<input type="checkbox"/>
12	Pickup at airport	<input checked="" type="checkbox"/>
13	Pickup at mall	<input type="checkbox"/>
14	Pickup next customer	<input checked="" type="checkbox"/>
15	Come to office	<input checked="" type="checkbox"/>
16	Go to lunch	<input checked="" type="checkbox"/>
17	Off duty	<input checked="" type="checkbox"/>
18	Call Alex	<input type="checkbox"/>
19	Call Jim	<input type="checkbox"/>
20	Call Bobby	<input checked="" type="checkbox"/>
21	Call Tony	<input type="checkbox"/>
22	Report to manager	<input checked="" type="checkbox"/>
23		<input type="checkbox"/>

3. Look for status number 22, click on the **Status Message** cell in the same row to make the cell active, and enter the message "Report to manager".

Status Number	Status Message	Quick Status
10	Call headquarter	<input checked="" type="checkbox"/>
11	Call home	<input type="checkbox"/>
12	Pickup at airport	<input checked="" type="checkbox"/>
13	Pickup at mall	<input type="checkbox"/>
14	Pickup next customer	<input checked="" type="checkbox"/>
15	Come to office	<input checked="" type="checkbox"/>
16	Go to lunch	<input checked="" type="checkbox"/>
17	Off duty	<input checked="" type="checkbox"/>
18	Call Alex	<input type="checkbox"/>
19	Call Jim	<input type="checkbox"/>
20	Call Bobby	<input checked="" type="checkbox"/>
21	Call Tony	<input type="checkbox"/>
22	Report to manager	<input type="checkbox"/>
23		<input type="checkbox"/>

Notice the arrow symbol in the row header column (the first column of the grid) turns into a pencil symbol, which indicates that the current row has been modified.

4. If you want to include this new message in the Quick Status (most frequently used messages) list, check the **Quick Status** checkbox in the same row.

5. Click on a different row to save the new changes. For example, click on the **Status Messages** cell of row 23.

Status Number	Status Message	Quick Status
10	Call headquarter	<input checked="" type="checkbox"/>
11	Call home	<input type="checkbox"/>
12	Pickup at airport	<input checked="" type="checkbox"/>
13	Pickup at mall	<input type="checkbox"/>
14	Pickup next customer	<input checked="" type="checkbox"/>
15	Come to office	<input checked="" type="checkbox"/>
16	Go to lunch	<input checked="" type="checkbox"/>
17	Off duty	<input checked="" type="checkbox"/>
18	Call Alex	<input type="checkbox"/>
19	Call Jim	<input type="checkbox"/>
20	Call Bobby	<input checked="" type="checkbox"/>
21	Call Tony	<input type="checkbox"/>
22	Report to manager	<input checked="" type="checkbox"/>
23		<input type="checkbox"/>

6. Notice the pen symbol changes back to an arrow symbol indicating that the data has been saved.

You have completed adding a new status message to the system. The new message will be available for selection in the status message list in the Dispatch Control Panel.

If you need to predefine short text messages for FleetDispatchPRO, proceed to section **4.3.2 Define a Short Text Message**.

If you are done with configuring FleetDispatchPRO, exit Configure mode.

4.3.2. Define a Short Text Message

Predefined messages are most frequently used short text messages that you create beforehand in order to avoid re-typing.

This subsection illustrates how to add a predefined short message to the system with the following example:

Message Number: 5
Predefined Message: Meeting at 9am tomorrow

1. If the “Predefined Messages” tab label is not currently in bold-text, it is not on top of the other tab. Click on the “Predefined Messages” tab label to bring it on top. The tab label turns into bold text, which indicates you are looking at the **Predefined Messages** tab window.

Message Number	Predefined Message	Quick Message
1	Take your car to service	<input checked="" type="checkbox"/>
2	Pkup Sue: KC's Pizza, 1100 P	<input checked="" type="checkbox"/>
3	Good morning	<input checked="" type="checkbox"/>
4	Good job	<input checked="" type="checkbox"/>
5		<input type="checkbox"/>
6		<input type="checkbox"/>

Status Messages Predefined Messages Configure  

2. Look for an empty cell in the **Predefined Message** column. (In this example, **Predefined Message** cell in row 5 is empty.) Click on the empty cell to activate it, and enter the message “Meeting at 9am tomorrow”.

Message Number	Predefined Message	Quick Message
1	Take your car to service	<input checked="" type="checkbox"/>
2	Pkup Sue: KC's Pizza, 1100 P	<input checked="" type="checkbox"/>
3	Good morning	<input checked="" type="checkbox"/>
4	Good job	<input checked="" type="checkbox"/>
5	Meeting at 9am tomorrow	<input type="checkbox"/>
6		<input type="checkbox"/>

Status Messages Predefined Messages Configure  

3. Check the **Quick Message** checkbox in the same row.

Message Number	Predefined Message	Quick Message
1	Take your car to service	<input checked="" type="checkbox"/>
2	Pkup Sue: KC's Pizza, 1100 P	<input checked="" type="checkbox"/>
3	Good morning	<input checked="" type="checkbox"/>
4	Good job	<input checked="" type="checkbox"/>
5	Meeting at 9am tomorrow	<input checked="" type="checkbox"/>
6		<input type="checkbox"/>

Status Messages Predefined Messages Configure  

4. Click on a different row to save the new changes. For example, click on the **Predefined Message** cell of row 6.

Message Number	Predefined Message	Quick Message
1	Take your car to service	<input checked="" type="checkbox"/>
2	Pkup Sue: KC's Pizza, 1100 P	<input checked="" type="checkbox"/>
3	Good morning	<input checked="" type="checkbox"/>
4	Good job	<input checked="" type="checkbox"/>
5	Meeting at 9am tomorrow	<input checked="" type="checkbox"/>
6		<input type="checkbox"/>

Status Messages Predefined Messages Configure  

Notice the pen symbol changes back to an arrow symbol indicating that the data has been saved.

You have completed adding a new predefined message to the system. The new message will be available for selection in the Quick Message list of the Shortcut docking window.

If you need to modify FleetDispatchPRO settings, proceed to section **4.4 FleetDispatchPRO Settings**.

If you are done with configuring FleetDispatchPRO, exit Configure mode.

4.4. FleetDispatchPRO Settings

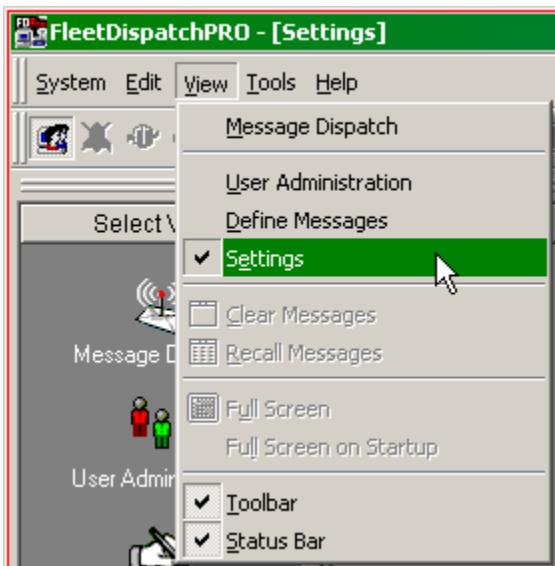
All changes you make in Settings view are saved in the configuration database upon exiting Configure mode.

If FleetDispatchPRO is not in Configure mode, switch to Configure mode.

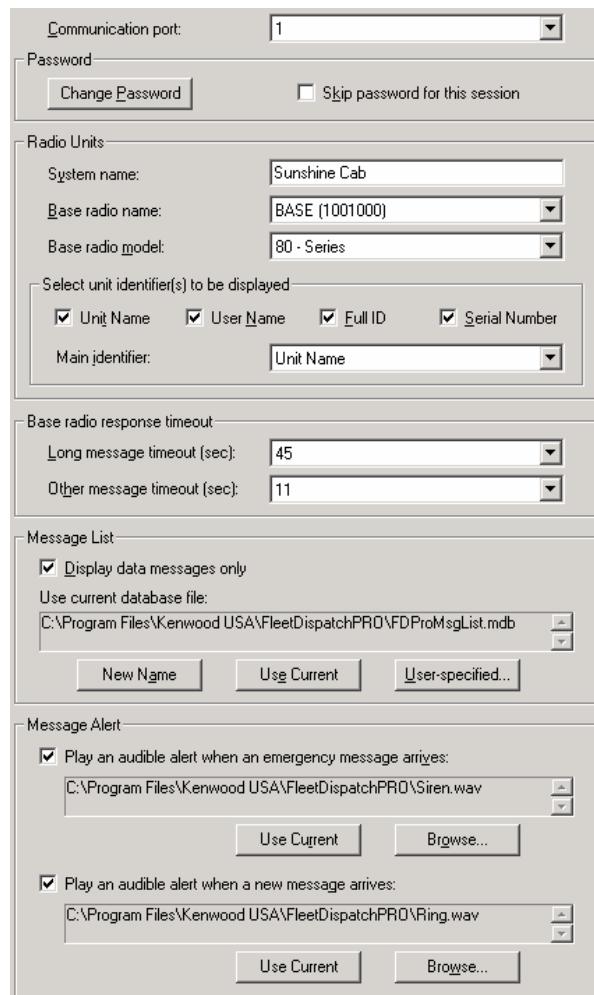
Once FleetDispatchPRO is in Configure mode, to access the Settings view, either click on the “Settings” button in the Select View shortcut window:



Or, you can select the Settings menu item under the View menu:



The Settings view displays as the following:



4.4.1. Select Communication Port

FleetDispatchPRO software is shipped with the serial communication port set to 1. If you prefer to use another communication port to connect to the base radio, follow the steps described below. Otherwise, skip this section.

Example: Select port number 2.

1. Click on the down arrow button of the **Communication port** field. A dropdown table appears and lists all available port numbers.



2. Click on number 2. The dropdown table closes and the **Communication port** field shows port number 2 is selected.

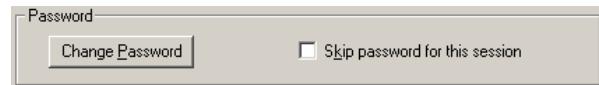


4.4.2. Change Password

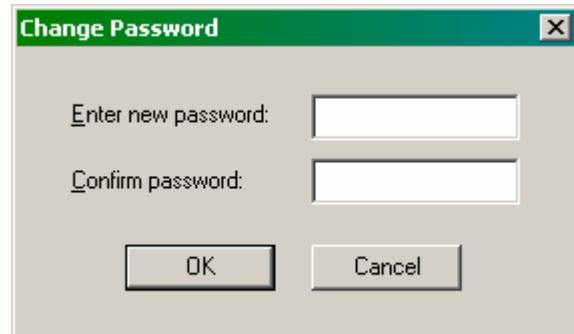
The FleetDispatchPRO software is shipped with this password set to "Kenwood", we recommend that you change it to something only you can remember. The maximum length of the password is 8 characters long.

To change your password:

1. Click on the **Change Password** button.

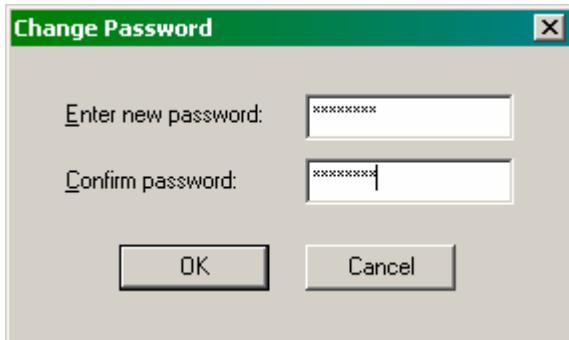


2. A "Change Password" dialog appears.



3. Enter a new password in the **Enter new password** field, and check to make sure you

typed it correctly by entering it in the **Confirm password** field. Select **OK** button to save the new password, or select **Cancel** if you do not want to change the password.



4.4.3. Skip Password

To bypass the password requirement, click on the **Skip password for this session** checkbox.



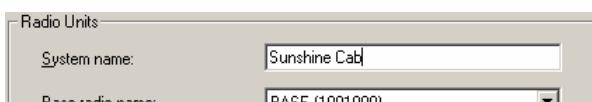
4.4.4. Define System Name

To define a system name, enter the name directly in the **System name** field.

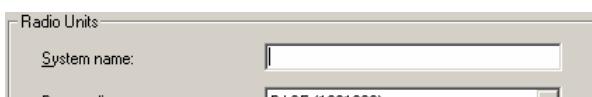


To remove an existing name before entering a new one:

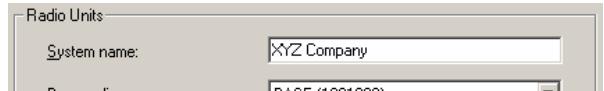
1. Click on the **System name** field, a flashing vertical caret appears. Depending on where you click, the caret may appear in the beginning, the end, or somewhere in the middle of the existing name.



2. Press the "Delete" key and/or "Backspace" key on your keyboard multiple times until the existing name is deleted.



3. Enter a new name in the **System name** field.



4.4.5. Select Base Radio

A base radio is the radio that is connected to your computer through a serial cable.

To designate one of the radios in the system as the base radio:

1. Click on the down arrow button of the **Base radio name** field. A dropdown table appears and lists all active radios you defined in the User Administration view.



2. Click on the desired radio name. The dropdown table closes and the **Base radio name** field shows the selected radio.

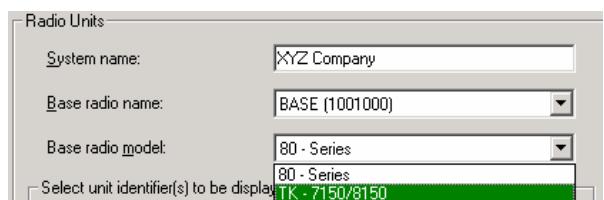


The name of the radio designated as a base radio will be preceded with an asterisk when it is listed in the Radio Units docking window

4.4.6. Select Base Radio Model

To specify the model of radio connected to the computer:

1. Click on the down arrow button of the **Base radio model** field. A dropdown table appears and displays a list of supported radio models.



2. Click on the desired radio model. The dropdown table closes and the **Base radio model** field shows the selected model.

4.4.8. Adjust Response Timeout

The Radio Units docking window is shown with the following settings:

- System name: XYZ Company
- Base radio name: BASE (1001000)
- Base radio model: TK : 7150/8150

The Base radio response timeout dialog box shows:

- Long message timeout (sec): 45
- Other message timeout (sec): 11

4.4.7. Specify Radio Identifiers

Radio Units docking window is able to list radios with one or more of the following identifiers: unit name, user name, full ID, and serial number.

To display one or more of those identifiers, select the corresponding checkboxes (**Unit Name**, **User Name**, **Full ID** and/or **Serial Number**) in the Settings view. To not display any of them, de-select their checkboxes.

The 'Select unit identifier(s) to be displayed' dialog box shows:

- Select unit identifier(s) to be displayed:
 - Unit Name
 - User Name
 - Full ID
 - Serial Number
- Main identifier: Unit Name

If none of the checkboxes is selected, **Unit Name** will be displayed by default.

To specify which identifier is to be displayed first for each radio:

1. Click on the down arrow button of the **Main identifier** field. A dropdown table appears and lists all the identifier types.

The 'Select unit identifier(s) to be displayed' dialog box shows:

- Select unit identifier(s) to be displayed:
 - Unit Name
 - User Name
 - Full ID
 - Serial Number
- Main identifier: Unit Name
- Base radio response timeout

The dropdown for Main identifier lists:

- Unit Name
- User Name
- Full ID
- Serial Number

2. Click on the desired identifier type. The dropdown table closes and the **Main identifier** field shows the selected identifier type.

The 'Select unit identifier(s) to be displayed' dialog box shows:

- Select unit identifier(s) to be displayed:
 - Unit Name
 - User Name
 - Full ID
 - Serial Number
- Main identifier: Unit Name

The following example illustrates how to select a new timeout value for long message transmissions. You can follow the same procedure to modify the **Other message timeout** field. **Other message timeout** value applies to transmissions of short messages, status messages, and status request messages.

To adjust the amount of time FleetDispatchPRO waits for a response from the base radio after a long message is sent:

1. Click on the down arrow button of the **Long message timeout** field. A dropdown table appears and lists all the available timeout values.

The 'Base radio response timeout' dialog box shows:

- Long message timeout (sec): 45
- Other message timeout (sec): 11
- Message List

The dropdown for Long message timeout lists:

- 45
- 45
- 46
- 47
- 48
- 49
- 50

2. Click on the desired timeout value. The dropdown table closes and the **Long message timeout** field shows the selected timeout value.

The 'Base radio response timeout' dialog box shows:

- Long message timeout (sec): 46
- Other message timeout (sec): 11

4.4.9. Message List Display Option

The 'Message List' dialog box shows:

- Message List
- Display data messages only

To display only the data messages in the Message List window of the Message Dispatch view, check the **Display data messages only** checkbox.

To display both the data messages and voice call activities in the Message List window of the Message Dispatch view, uncheck the **Display data messages only** checkbox.

4.4.10. Specify an Alternate Database

A default message database (FDProMsgList.mdb) is installed along with the FleetDispatchPRO application. The message database is located in the directory where FleetDispatchPRO is installed, which is called the application directory. For example:

C:\Program Files\Kenwood USA\FleetDispatchPRO.



All data messages and voice call activities are saved in the database. Although it is not necessary to create a new database or select an alternate database to log messages, FleetDispatchPRO provides the user/administrator the ability to do so.

Warning: A template database called FDProMsgList_EMPTY.mdb is also installed in the application directory, and this is used as a template to generate new databases. **DO NOT** select this template database for logging messages.

A. To specify a new database by letting FleetDispatchPRO generate a new name for it:

1. Click on the "New Name" button.



2. And the new database name is shown in the display window:



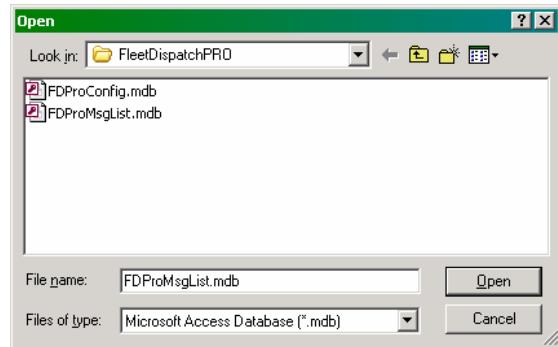
3. Upon exiting Configure mode, a message database with the specified name and path will be generated, and future messages will be stored in this database.

B. If you prefer to provide a file name of your choice for the database:

1. Click on the "User-specified" button:



2. An open file dialog box appears:



Type a desired name in the "File name:" field (for example, Abc.mdb,) and click on the "Open" button.

3. The open file dialog box closes and the specified file name is shown in the display window:



4. Upon exiting Configure mode, a message database with the specified name and path will be generated, and future messages will be stored in this database.

Note:

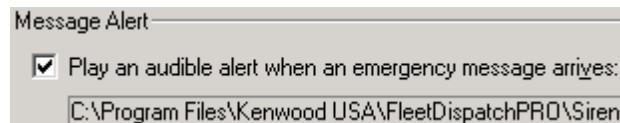
- In the open file dialog the user is allowed to select a different directory to store the database, it is strongly recommended that the database be placed in the application directory.
- If the file name entered in the open file dialog is the same as the name of an existing database, new messages will be appended to the existing database.

C. If you change your mind about using a new database, click on the "Use Current" button:



Any new database name specified is discarded and FleetDispatchPRO will continue to use the currently active database.

4.4.11. Message Alert Options



To hear an alert when an emergency message is received, select the checkbox labeled **Play an audible alert when an emergency message arrives:**. To mute the emergency alert, deselect the checkbox.

Note: This setting does not affect the visual effect of the emergency alert. You will still see the FleetDispatchPRO main window flashes with red color when it receives an emergency message.



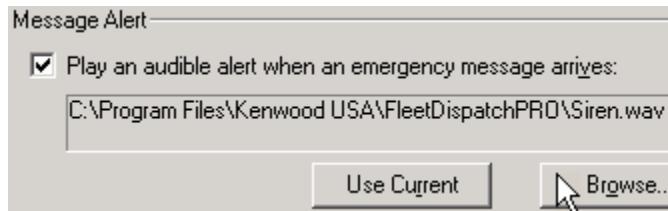
To hear an alert when a new message is received, select the checkbox labeled **Play an audible alert when a new message arrives:**. To mute the alert, deselect the checkbox.

4.4.12. Select an Alternate Alert Sound

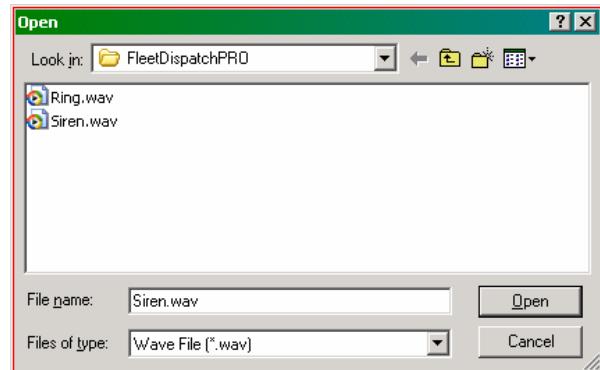
Two default wave files are installed in the FleetDispatchPRO application directory: a Siren.wav file for the emergency message alert, and a Ring.wav file for the new message alert.

Although it is not necessary to select alternate wave files for the message alerts, FleetDispatchPRO provides the user/administrator the capability to do so.

- A. To use an alternate wave file for the emergency message alert:
 1. Click on the "Browse..." button below the checkbox labeled **Play an audible alert when an emergency message arrives:**.



2. An open file dialog box appears:



Select a wave file, or use the "Look in:" field to navigate to the directory that contains the desired wave file and select the wave file.

3. Click on the "Open" button, and the selected file is shown in the display window.
- B. If you change your mind about using an alternate wave file, click on the "Use Current" button:



the new wave file name is discarded and FleetDispatchPRO will continue to use the same wave file it has been using.

The procedure illustrated above applies to selecting an alternate wave file for the new message alert, except that you should use the "Use Current" and "Browse..." buttons below the checkbox labeled **Play an audible alert when a new message arrives:**.

If you are done with configuring FleetDispatchPRO, exit Configure mode.

5. Operation

This section describes how to operate FleetDispatchPRO in Run mode.

Users operate FleetDispatchPRO through the software's menus, buttons and child windows. The following subsections provide step by step procedures on how to carry out specific tasks.

For detail descriptions of software capabilities, please refer to section **6 Software Functions**.

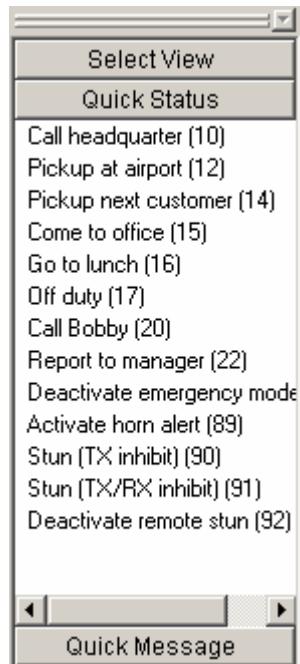
Note: If you have not configured FleetDispatchPRO software, please refer to section **4 Configuration**.

5.1. Select Shortcut List

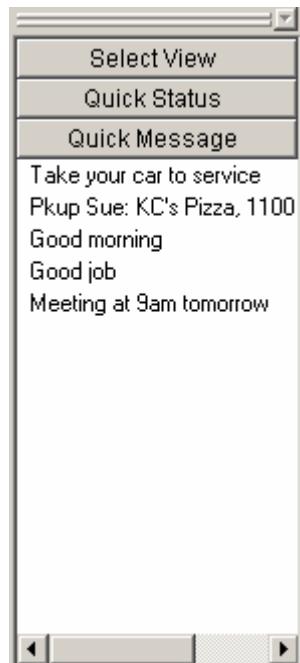
When FleetDispatchPRO is first started, the Shortcut docking window shows Select View button list.



To see Quick Status message list, click on the Quick Status bar, and the list is displayed as the following:



To see Quick Message list, click on the Quick Message bar, and the list is displayed as the following:



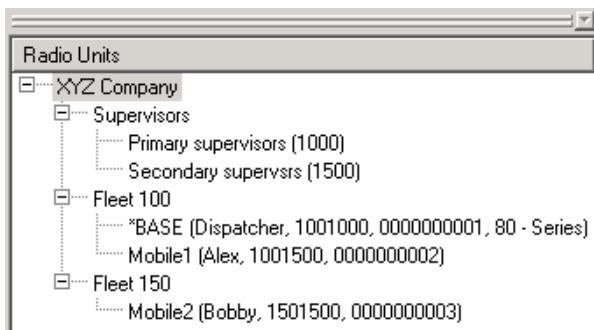
To see Select View button list again, click on Select View bar.

5.2. Radio Units Docking Window



When FleetDispatchPRO is first started, the Radio Units docking window shows a tree structure with the system name (e.g. XYZ Company) displayed at the root. Under the system name root item is a list of items that represent fleet groups, with the exception of "Supervisors" item.

To further expand the tree items, click on the square boxes with "+" signs preceding the tree items.

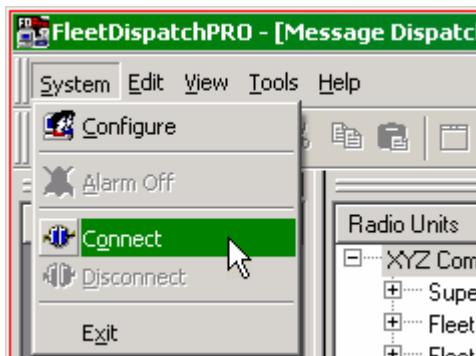


To collapse the tree items, click on the square boxes with "-" signs preceding the tree items.

5.3. Connect to Base Radio

To connect to the base radio using the menu bar:

1. Click on System menu, and click on Connect menu item.



2. Within a few seconds, FleetDispatchPRO connects to the base radio and the status bar indicator reflects the connection status.



To connect to the base radio using the toolbar:

1. Click on the Connect button.



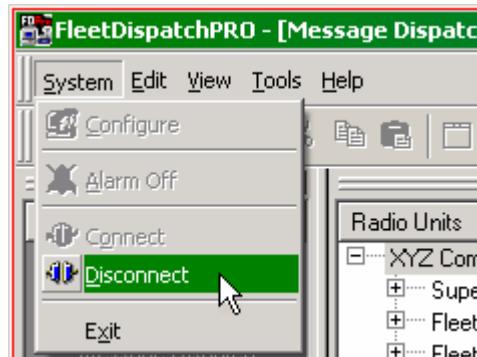
2. Within a few seconds, FleetDispatchPRO connects to the base radio and the status bar indicator reflects the connection status.



5.4. Disconnect from Base Radio

To disconnect from the base radio using the menu bar:

1. Click on System menu, and click on Disconnect menu item.



2. Within a few seconds, FleetDispatchPRO disconnects from the base radio and the status bar indicator reflects the connection status.



To disconnect from the base radio using the toolbar:

1. Click on the Disconnect button.



2. Within a few seconds, FleetDispatchPRO disconnects from the base radio and the status bar indicator reflects the connection status.



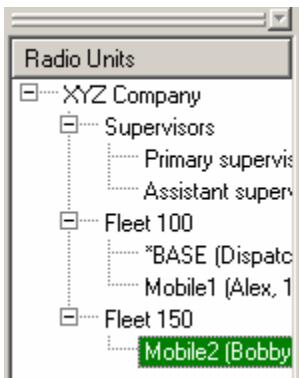
5.5. Send a Status Message

The illustrations in the next two subsections assume that FleetDispatchPRO is connected to the base radio.

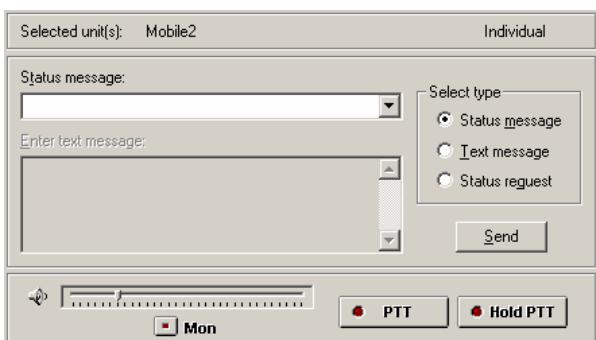
5.5.1. Using Status Message List

To send a status message to a radio:

1. Select a message recipient by clicking on the desired radio in the Radio Units window.



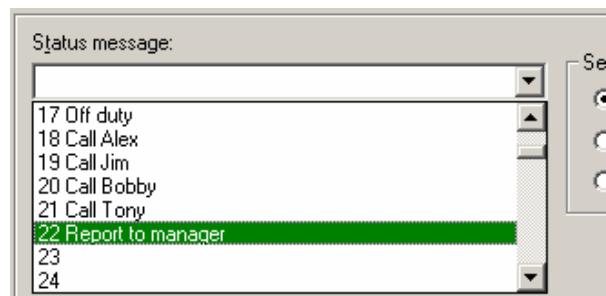
2. Notice the top of the Dispatch Control Panel reflects the name of the selected radio.



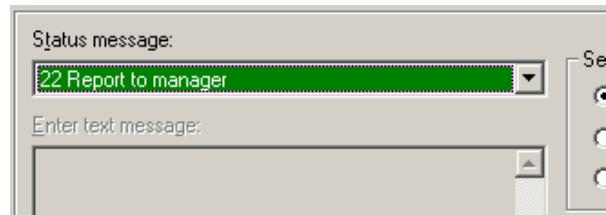
3. Click on the **Status message** option in the **Select type** group box.



4. Click on the down arrow button of the **Status message** field. A dropdown table appears and lists all available status messages defined in the Defined Messages view. Look for the desired status message (you may have to scroll down), and click on the message.



5. The dropdown table closes and the **Status message** field shows the selected message.



6. Click on the **Send** button.



7. The **Send** button becomes grayed-out temporarily while the message is being sent, and it returns to its normal state after the transmission completes.

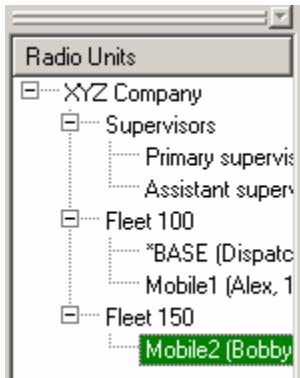
8. Notice the Message List displays the message you just sent.

Message List	From	To	Sent	Type	Message
04/24/03 07:37:31 PM	BASE	Mobile2	Yes	Status	Report to manager

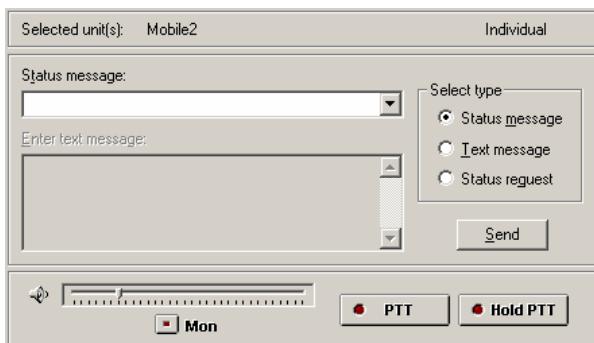
5.5.2. Using Quick Status List

To send a status message to a radio:

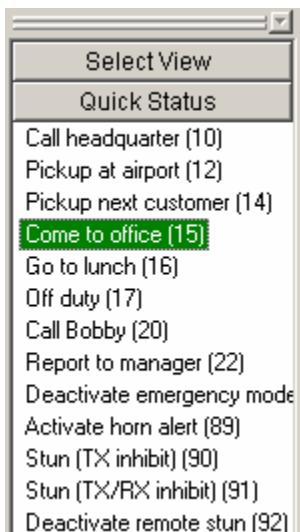
1. Select a message recipient by clicking on the desired radio in the Radio Units docking window.



2. Notice the top of the Dispatch Control Panel reflects the name of the selected radio.



3. Select a desired status message in the Quick Status list.



4. Notice that the Dispatch Control Panel reflects the selected message and the message type.



5. Click on the **Send** button.



6. The **Send** button becomes grayed-out temporarily while the message is being sent, and it returns to its normal state after the transmission completes.
7. Notice the Message List displays the message you just sent.

Message List	From	To	Sent	Type	Message
04/24/03 08:13:54 PM	BASE	Mobile2	Yes	Status	Come to office
04/24/03 07:37:31 PM	BASE	Mobile2	Yes	Status	Report to manager

5.6. Send a Text Message

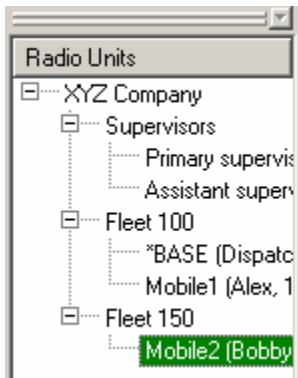
The illustrations in the next two subsections assume that FleetDispatchPRO is connected to the base radio.

5.6.1. Using Text Window

If the message you enter in the text window is longer than 48 characters, it will be sent as a long message. You will notice the color of the message turns blue as you enter more than 48 characters, which indicates that it is treated as a long message.

- A. To send a *short* text message to a radio:

1. Select a message recipient by clicking on the desired radio in the Radio Units docking window.



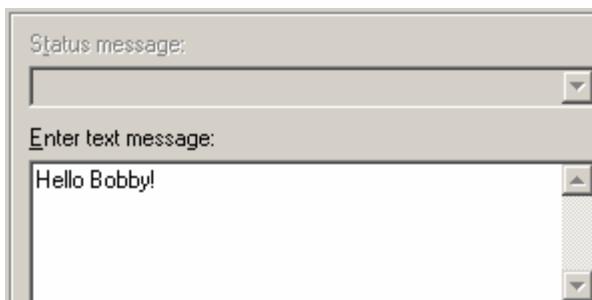
2. Notice the top of the Dispatch Control Panel reflects the name of the selected radio.



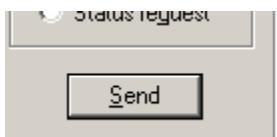
3. Select the **Text message** option in the **Select type** group box.



4. Click on the **Enter text message** window (the text window) to activate it, and enter your message.



5. Click on the **Send** button.



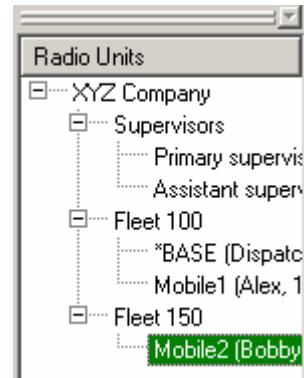
6. The **Send** button becomes grayed-out temporarily while the message is being sent, and it returns to its normal state after the transmission completes.

7. Notice the Message List displays the message you just sent.

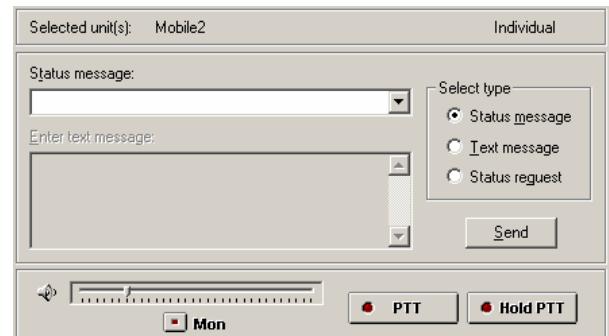
Message List	From	To	Sent	Type	Message
04/24/03 08:45:43 PM	BASE	Mobile2	Yes	Short	Hello Bobby!
04/24/03 08:13:54 PM	BASE	Mobile2	Yes	Status	Come to office
04/24/03 07:37:31 PM	BASE	Mobile2	Yes	Status	Report to manager

B. To send a *long* text message to a radio:

1. Select a message recipient by clicking on the desired radio in the Radio Units docking window.



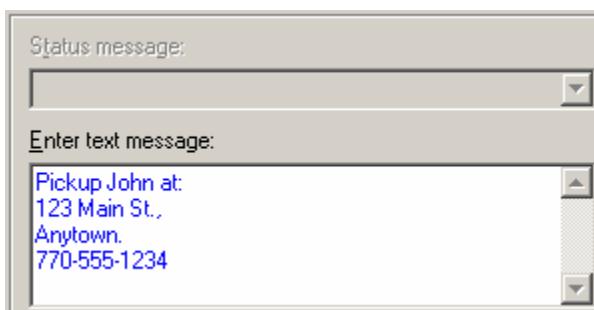
2. Notice the top of the Dispatch Control Panel reflects the name of the selected radio.



3. Select the **Text message** option in the **Select type** group box.



- Click on the **Enter text message** window (the text window) to activate it, and enter a long message (up to 1024 characters.)



- Click on the **Send** button.



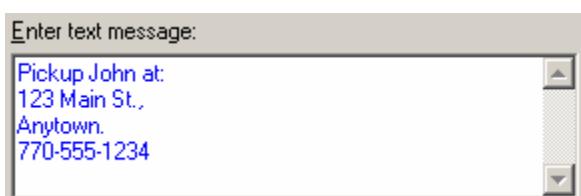
- The **Send** button becomes grayed-out temporarily while the message is being sent, and it returns to its normal state after the transmission completes.
- Notice the Message List displays the message you just sent. The information under the **Message** column is cut off and appended with an ellipsis "..." because the message is longer than the available space. To see the entire message, do one of the following:

- Move the mouse cursor to pause over the message, and a pop-up window displaying the complete message appears below it.

Message List	From	To	Sent	Type	Message
04/24/03 08:55:03 PM	BASE	Mobile2	Yes	Long	Pickup John at: 123 Main St...,
04/24/03 08:45:43 PM	BASE	Mobile2	Yes	Short	Pickup John at: 123 Main St.,
04/24/03 08:13:54 PM	BASE	Mobile2	Yes	Status	123 Main St., Anytown. 770-555-1234
04/24/03 07:37:31 PM	BASE	Mobile2	Yes	Status	770-555-1234

Or,

- Click on the message in the Message List, and the **Enter text message** window in the Dispatch Control Panel will be updated with the message.

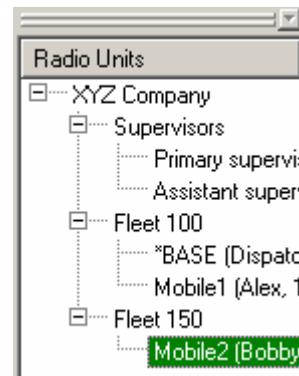


Note: If the message is very long, method b is better because the **Enter text message** window lets you scroll up and down to read the entire message.

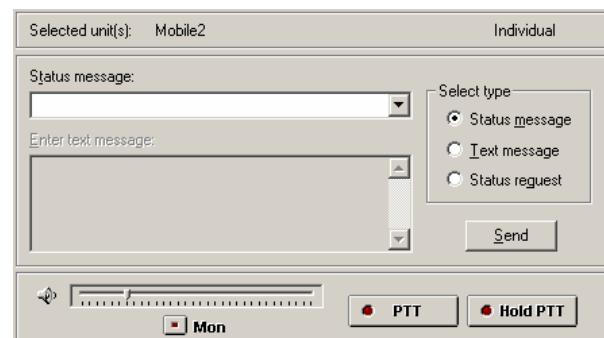
5.6.2. Using Quick Message List

To send a short text message to a radio:

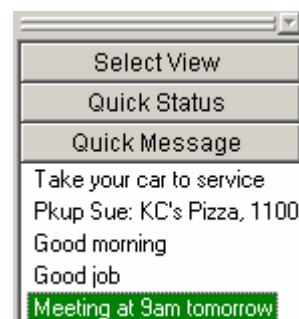
- Select a message recipient by clicking on the desired radio in the Radio Units docking window.



- Notice the top of the Dispatch Control Panel reflects the name of the selected radio.



- Select a desired short message in the Quick Message list.



- Notice that the Dispatch Control Panel reflects the selected message and the message type.

Status message:

Enter text message:
Meeting at 9am tomorrow

Select type

Status message
 Text message
 Status request

Send

5. Click on the **Send** button.



6. The **Send** button becomes grayed-out temporarily while the message is being sent, and it returns to its normal state after the transmission completes.

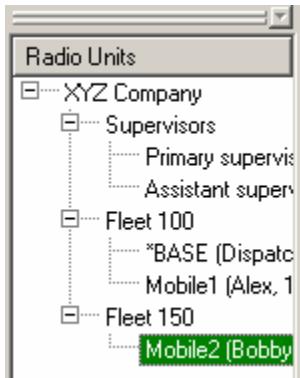
7. Notice the Message List displays the message you just sent.

Message List	From	To	Sent	Type	Message
04/24/03 09:10:06 PM	BASE	Mobile2	Yes	Short	Meeting at 9am tomorrow
04/24/03 08:55:03 PM	BASE	Mobile2	Yes	Long	Pickup John at: 123 Main St,...
04/24/03 08:45:43 PM	BASE	Mobile2	Yes	Short	Hello Bobby!
04/24/03 08:13:54 PM	BASE	Mobile2	Yes	Status	Come to office
04/24/03 07:37:31 PM	BASE	Mobile2	Yes	Status	Report to manager

5.7. Request Status

To request status from a radio:

1. Select a message recipient by clicking on the desired radio in the Radio Units docking window.



2. Notice the top of the Dispatch Control Panel reflects the name of the selected radio.

Selected unit(s): Mobile2 Individual

Status message:

Enter text message:

Select type

Status message
 Text message
 Status request

Send

PTT

Hold PTT

3. Select the **Status request** option in the **Select type** group box.



4. Click on the **Send** button.



5. The **Send** button becomes grayed-out temporarily while the message is being sent, and it returns to its normal state after the transmission completes.

6. Notice the Message List displays the status request message you just sent. A few seconds later, the Message List displays a new status message sent from the radio that you requested the status of earlier.

Message List	From	To	Sent	Type	Message
04/24/03 10:47:...	Mobile2	BASE	Yes	Status	Go to lunch
04/24/03 10:46:57 PM	BASE	Mobile2	Yes	Status request	
04/24/03 09:10:06 PM	BASE	Mobile2	Yes	Short	Meeting at 9am tomorrow
04/24/03 08:55:03 PM	BASE	Mobile2	Yes	Long	Pickup John at: 123 Main St,...
04/24/03 08:45:43 PM	BASE	Mobile2	Yes	Short	Hello Bobby!
04/24/03 08:13:54 PM	BASE	Mobile2	Yes	Status	Come to office
04/24/03 07:37:31 PM	BASE	Mobile2	Yes	Status	Report to manager

5.8. Display Messages

In the Message List window, received messages are displayed with white background. Sent messages are displayed with green pastel background.

Message List	From	To	Sent	Type	Message
04/24/03 10:47:...	Mobile2	BASE	Yes	Status	Go to lunch
04/24/03 10:46:57 PM	BASE	Mobile2	Yes	Status request	
04/24/03 09:10:06 PM	BASE	Mobile2	Yes	Short	Meeting at 9am tomorrow
04/24/03 08:55:03 PM	BASE	Mobile2	Yes	Long	Pickup John at: 123 Main St,...
04/24/03 08:45:43 PM	BASE	Mobile2	Yes	Short	Hello Bobby!
04/24/03 08:13:54 PM	BASE	Mobile2	Yes	Status	Come to office
04/24/03 07:37:31 PM	BASE	Mobile2	Yes	Status	Report to manager

Unread received messages are in bold text. To mark an unread message as read, click on it and the text turns to regular font.

Message List	From	To	Sent	Type	Message
04/24/03 10:47:02 PM	Mobile2	BASE		Status	Go to lunch
04/24/03 10:46:57 PM	BASE	Mobile2	Yes	Status request	
04/24/03 09:10:06 PM	BASE	Mobile2	Yes	Short	Meeting at 9am tomorrow
04/24/03 08:55:03 PM	BASE	Mobile2	Yes	Long	Pickup John at: 123 Main St.,...
04/24/03 08:45:43 PM	BASE	Mobile2	Yes	Short	Hello Bobby!
04/24/03 08:13:54 PM	BASE	Mobile2	Yes	Status	Come to office
04/24/03 07:37:31 PM	BASE	Mobile2	Yes	Status	Report to manager

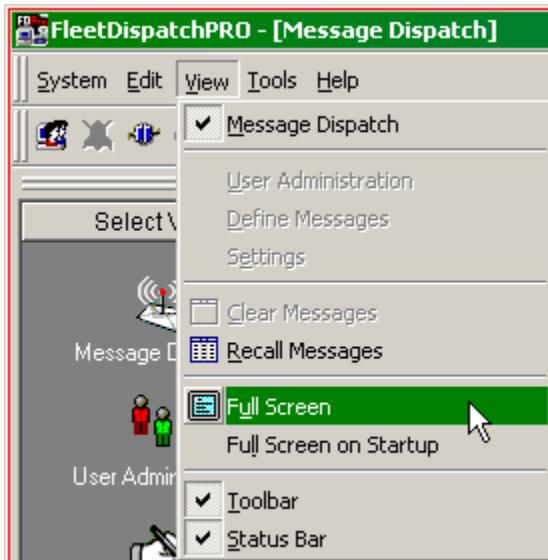
To mark a read message as unread, use the right mouse button to click on it, and a pop-up menu appears. Use the left mouse button to click on the **Mark as Unread** menu item, and the message is displayed in bold text again.

To	Sent	Type	Message
BASE		Status	Go to lunch
Mobile2		Mark as Unread	
Mobile2	Yes	Short	Meeting at 9...

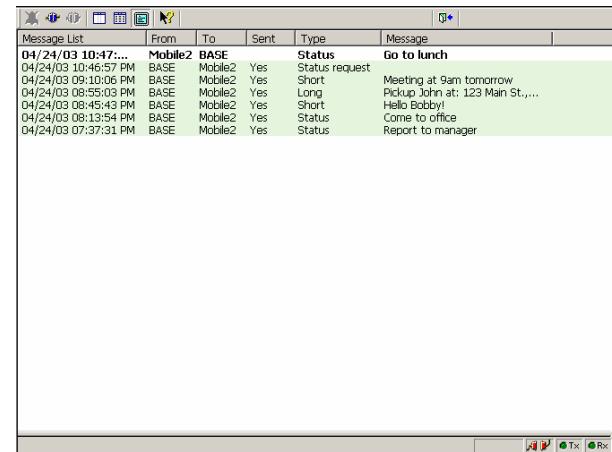
5.8.1. Full Screen

To display messages in full screen using the menu bar:

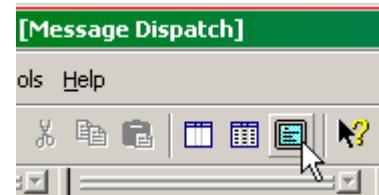
1. Click on View menu, and click on Full Screen menu item.



2. The Message List window expands and fills the entire screen of the monitor.



Or, you can also activate full screen view by selecting the toolbar button:



which provides the same result as that in Step 2 above.

Notice that in full screen view, a rather different toolbar is displayed across the top of the screen to provide easy access to a number of commands:

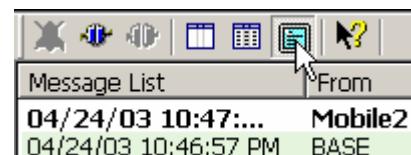


For more information on individual button commands, please refer to sections:

- 5.8.2 Return to Regular Screen
- 5.8.3 Close Application during Full Screen
- 6.2.1 Toolbar Buttons

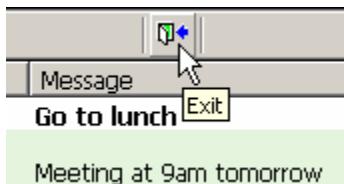
5.8.2. Return to Regular Screen

To return to the regular screen, press the Esc key of your keyboard. Or, click on the “depressed” Full Screen button in the full screen toolbar:



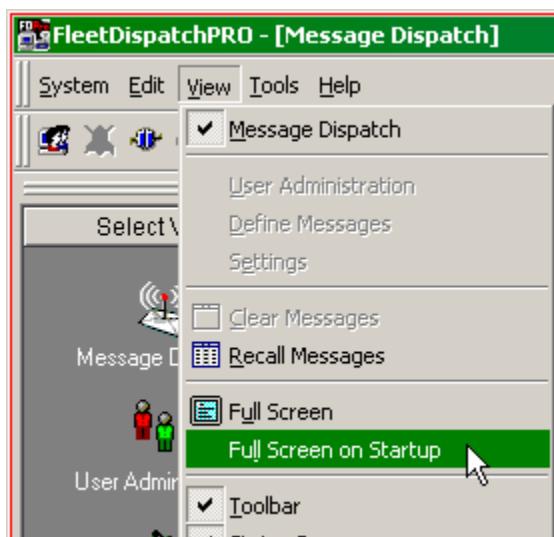
5.8.3. Close Application during Full Screen

To close FleetDispatchPRO application during full screen view, click on the Exit button:

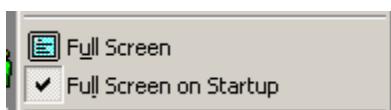


5.8.4. Full Screen on Startup

To enable Full Screen on Startup option, click on View menu and then click on Full Screen on Startup menu item:



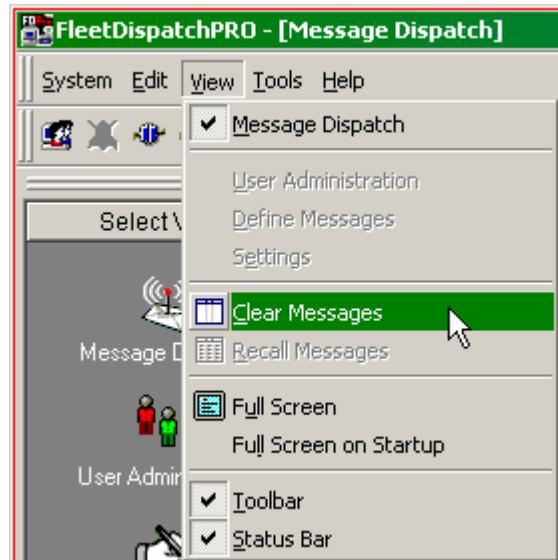
A check mark next to the menu item indicates the option is enabled, the next time FleetDispatchPRO is launched, Message List window will display in full screen.



To disable the option, select the menu item again, and the check mark is removed.

5.9. Clear Messages

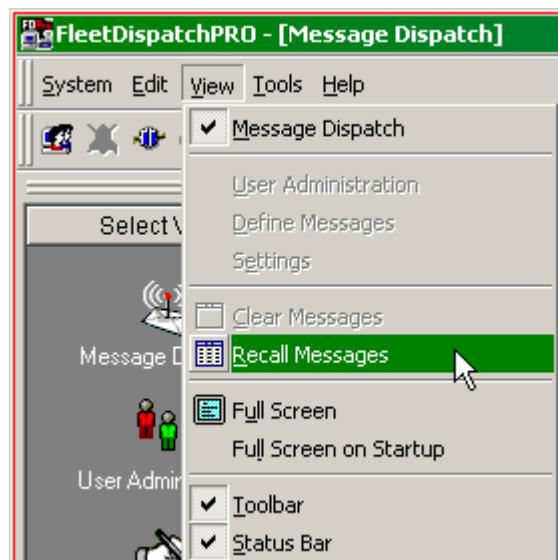
To clear out items in the Message List window, click on View menu and then click on Clear Messages menu item:



If there is no item listed in the Message List window, the Clear Messages menu item is disabled.

5.10. Recall Messages

To retrieve the last 100 messages from the database and display them in the Message List window, click on View menu and then click on Recall Messages menu item:



If there are more messages in the database, the user can repeat the steps to retrieve as many messages as he likes 100 at a time.

5.11. Export Messages

5.11.1. Export Currently Active Database

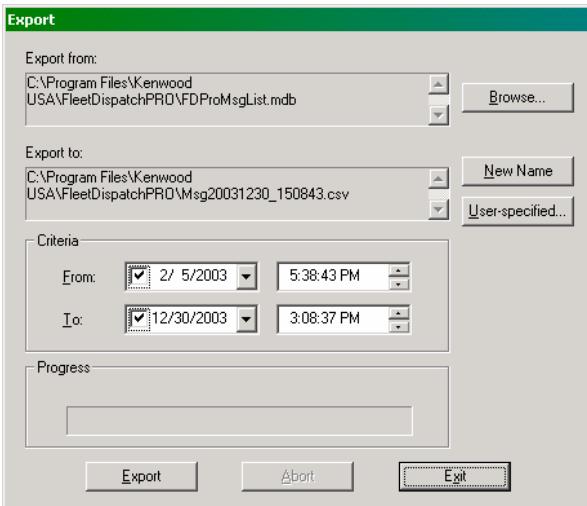
A currently active database is the database that FleetDispatchPRO is currently using to store messages.

To export messages from the currently active message database to a Comma Separated Values (CSV) file:

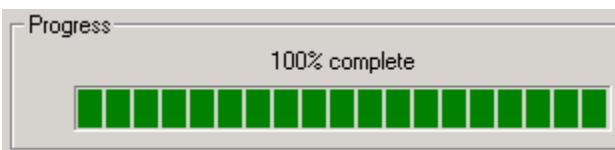
1. Select Tools menu, and then select Export... menu item.



2. An Export dialog box appears:



3. Click on the "Export" button at the bottom to begin, and notice that the progress bar shows the amount of messages being exported.



4. When all messages have been exported, you can open the CSV file with any software that accepts CSV format, for example, Microsoft Excel. Or, you can open the CSV file as a text file. The following picture shows how the CSV file looks like in Microsoft Excel:

No.	Date/Time	From	To	Sent	Type	Message
1	2/5/03 5:38:43 PM	BASE	Port1	Yes	Status request	
2	2/5/03 5:38:47 PM	Port1	BASE		Status	Normal operation
3	2/5/03 5:39:48 PM	BASE	Mobile1	Yes	Status	Call headerquarter
4	2/5/03 5:40:12 PM	Mobile1	BASE		Call started	
5	2/5/03 5:40:14 PM	Mobile1	BASE		Call ended	
6	2/5/03 5:43:50 PM	Port1	BASE		Status	Emergency
7	2/5/03 5:44:50 PM	BASE	Port1	Yes	Status	Deactivate emergency mode
8	2/5/03 5:45:13 PM	BASE	Port1		Call started	
9	2/5/03 5:45:28 PM	BASE	Port1		Call ended	
10						

5.11.2. Abort Export

If the database contains large amount of messages, export process may take a considerable amount of time. The user can stop the export process by selecting the "Abort" button. The "Abort" button is available only during the process of exporting messages.



5.11.3. Export Alternate Database

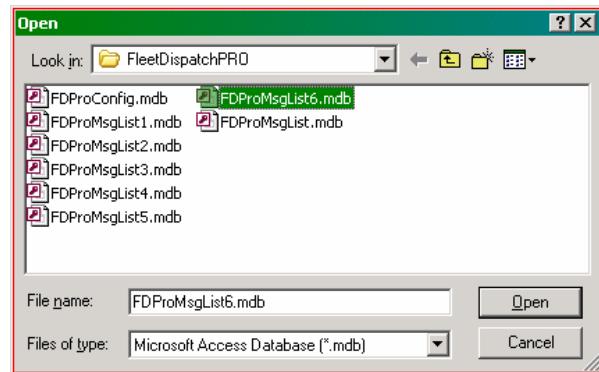
Note: The message databases have a file name extension of ".mdb".

To export messages from an alternate database:

1. While the Export dialog box is being displayed, click on the "Browse..." button near the top right corner.



2. An open file dialog appears:



Select the desired message database and click on the "Open" button.

3. In the Export dialog box, the “Export from:” display window shows the name and location of the selected database:



4. Click on the “Export” button at the bottom of the Export dialog box, and messages are exported from the selected database.

If the user has selected an alternate database that is empty, Export utility will display a message to inform the user and it will not open the empty database.

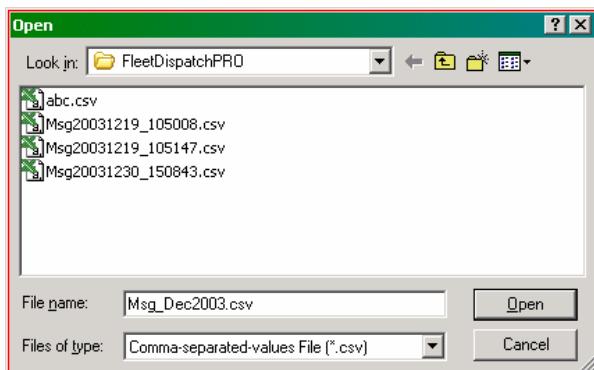
5.11.4. Specify Alternate CSV Name

To specify a name for the CSV file:

1. While the Export dialog box is being displayed, click on the “User-specified...” button.

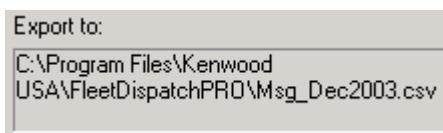


2. An open file dialog appears:



Type a desired name in the “File name:” field and click on the “Open” button.

3. In the Export dialog box, the “Export to:” display window shows the name and location of the CSV file that will be created:

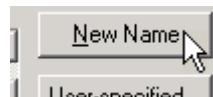


4. Click on the “Export” button at the bottom of the Export dialog box, and messages are exported to the specified CSV file.

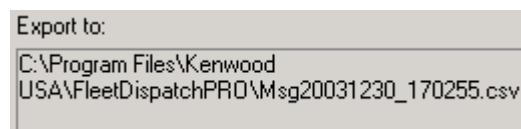
5.11.5. Use Default CSV Name

To let FleetDispatchPRO suggest a unique name for the CSV file:

1. While the Export dialog box is being displayed, click on the “New Name” button.



2. The “Export to:” display window in the Export dialog box shows the name and location of the CSV file that will be created:

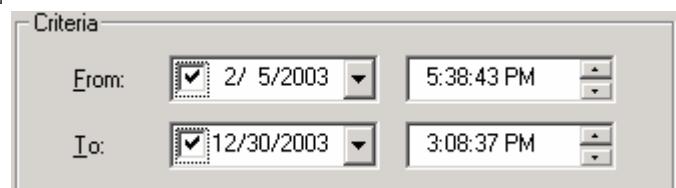


Notice that part of the file name indicates the date and time the moment the file name was generated, this gives the file a unique name.

3. Click on the “Export” button at the bottom of the Export dialog box, and messages are exported to the specified CSV file.

5.11.6. Specify Date and Time Criteria

When the Export dialog box is first displayed or when an alternate database is selected, the Criteria fields display the date and time stamps of the first and the last messages in the database. That is, the “From:” fields show the first message’s date and time, and the “To:” fields show the last message’s date and time:



If the Criteria fields are left unchanged, all messages will be exported.

If the currently active database is empty, the Criteria fields are disabled (grayed out):

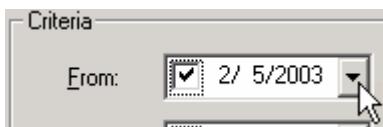
Criteria

From:	<input checked="" type="checkbox"/> 1/ 5/2004	10:38:36 AM
To:	<input checked="" type="checkbox"/> 1/ 5/2004	10:38:36 AM

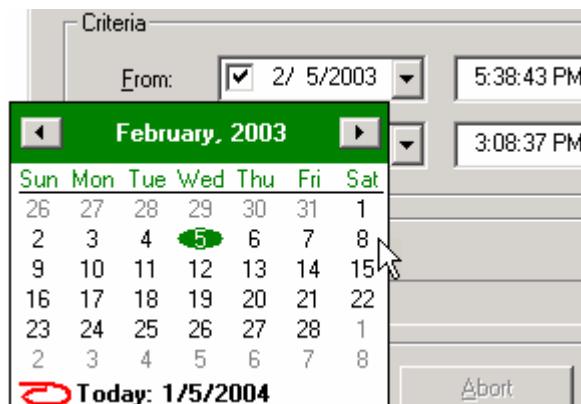
If the database is not empty, the user can adjust the date and time fields to specify a smaller range of messages to export.

To adjust the "From:" date field:

1. Click on the down arrow button on the right end of the field.



2. A calendar window appears. Click on a desired date, or click on either the left arrow button or the right arrow button to select a different month.



To adjust the "From:" time field:

1. Click on a sub-field (e.g. the hour, minute, second, or AM/PM).

Criteria

From:	<input checked="" type="checkbox"/> 2/ 5/2003	5:38:43 PM
-------	---	------------

2. Click on the down arrow button or the up arrow button on the right end of the time field to adjust.

Criteria

From:	<input checked="" type="checkbox"/> 2/ 5/2003	4:38:43 PM
-------	---	------------

The same procedures can be applied to the "To:" date and time fields.

Note: The "From:" fields prevent the user from setting the date and time earlier than those of the first message. Similarly, the "To:" fields disallow date and time settings beyond those of the last message.

If the user has adjusted the Criteria fields and forgotten the dates and times of the first and last messages, and he wants to export from the first message and/or to the last message, follow these instructions:

Click to clear the checkbox in the "From:" date field to indicate you want to export from the first message without having to remember what date and time to set to.

Criteria

From:	<input type="checkbox"/> 2/ 5/2003	5:38:43 PM
To:	<input checked="" type="checkbox"/> 12/30/2003	3:08:37 PM

Similarly, click to clear the checkbox in the "To:" date field to indicate you want to export to the last message without having to remember what date and time to set to.

Criteria

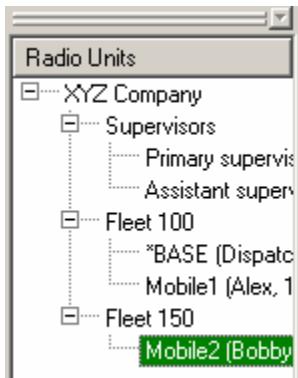
From:	<input checked="" type="checkbox"/> 2/ 5/2003	5:38:43 PM
To:	<input type="checkbox"/> 12/30/2003	3:08:37 PM

5.12. Make Calls

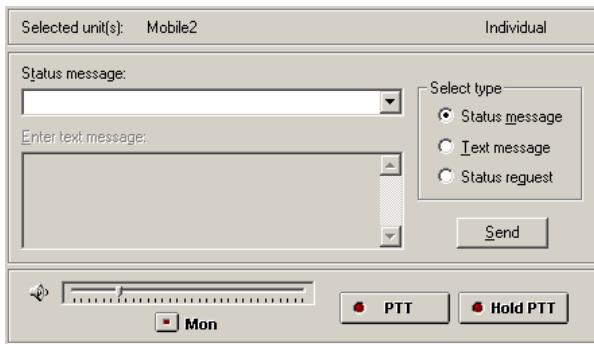
The user can use the **PTT** and **Hold PTT** pushbuttons instead of the PTT button on the mobile radio hand-mic. However, in the case of a KMC-9C Base Station Desktop Microphone, the user has to press the PTT button on the Desktop Microphone to use the microphone.

- A. To make a call with the **PTT** pushbutton:

1. Select a call recipient by clicking on the desired radio in the Radio Units docking window.



2. Notice the top of the Dispatch Control Panel reflects the name of the selected radio.



3. Click and hold the **PTT** pushbutton, and talk through the hand-mic.



Notice the Voice Call List displays the call you just made.

Last 5 Voice Calls	From	To	Type
04/25/03 03:55:13 PM	BASE	Mobile2	Call started

4. When you are finish talking, release the **PTT** pushbutton.



The Voice Call List indicates the call ended.

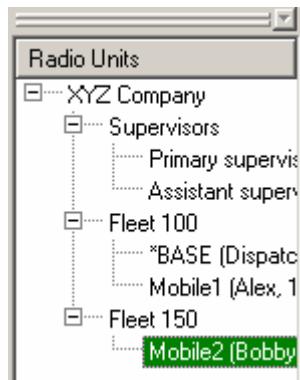
Last 5 Voice Calls	From	To	Type
04/25/03 03:55:34 PM	BASE	Mobile2	Call ended
04/25/03 03:55:13 PM	BASE	Mobile2	Call started

The example above illustrates the procedure for calling an individual radio. To make a group, broadcast, or supervisor call, do the following when selecting a call recipient in the Radio Units docking window:

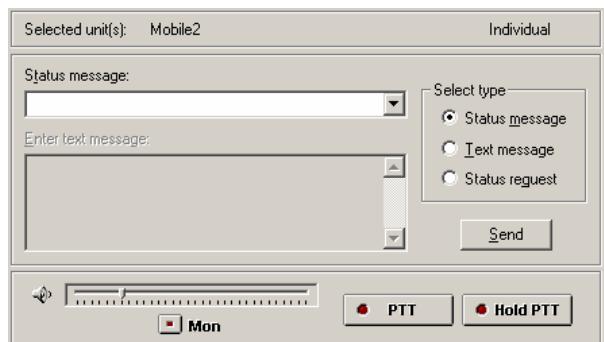
Call Type	Select
To broadcast	System name root item (e.g. XYZ Company)
To call a group	Fleet name item (e.g. Fleet 150)
To call a supervisor	Supervisor sub-item (e.g. Assistant supervisor)

B. To make a call with **Hold PTT** pushbutton:

1. Select a call recipient by clicking on the desired radio in the Radio Units docking window.



2. Notice the top of the Dispatch Control Panel reflects the name of the selected radio.



3. Click once on the **Hold PTT** pushbutton, and talk through the hand-mic.



Notice the Voice Call List displays the call you just made.

Last 5 Voice Calls	From	To	Type
04/25/03 05:08:12 PM	BASE	Mobile2	Call started
04/25/03 03:55:34 PM	BASE	Mobile2	Call ended
04/25/03 03:55:13 PM	BASE	Mobile2	Call started

4. When you are finish talking, click once on the **Hold PTT** pushbutton.



The Voice Call List indicates the call ended.

Last 5 Voice Calls	From	To	Type
04/25/03 05:09:35 PM	BASE	Mobile2	Call ended
04/25/03 05:08:12 PM	BASE	Mobile2	Call started
04/25/03 03:55:34 PM	BASE	Mobile2	Call ended
04/25/03 03:55:13 PM	BASE	Mobile2	Call started

5.13. Volume Control

To adjust the volume of the base radio, move the slider along the slider bar. To move the slider, you can do one of the following:

- use the mouse to click and hold the slider, and then drag it to the desired position.



Or,

- click on either side of the slider.



Moving the slider towards the right end increases the volume, while moving towards the left reduces it.

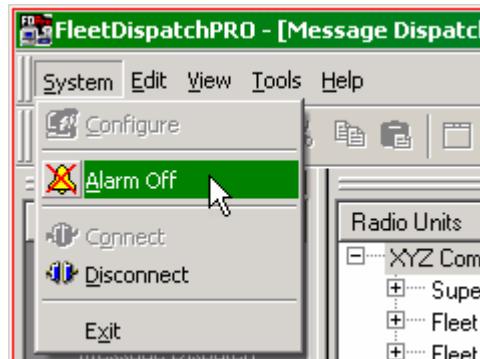
5.14. Turn Off Emergency Alert

When a radio in the field sends an emergency message, FleetDispatchPRO generates an alarm to inform the dispatcher of the event. To turn off the alarm, do one of the following:

- Click on the Alarm Off toolbar button.



- Or, select the System menu, and then select the Alarm Off menu item.



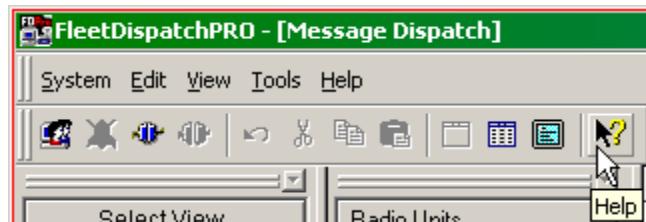
Note: The Alarm Off menu item and its toolbar button are available only when an emergency message is received.

5.15. Launch Online Help

5.15.1. Using Context-sensitive Help Button

The following example illustrates how to launch the Help main screen to display information on specific topic.

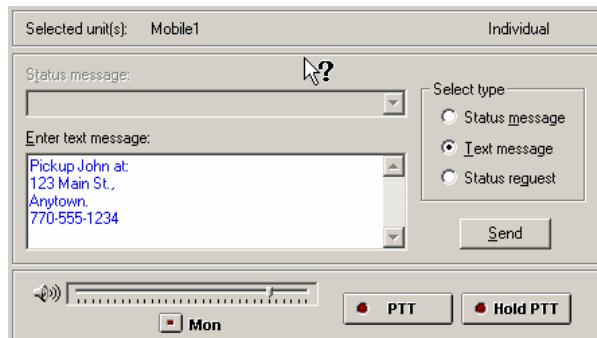
- Click on the Context-sensitive Help button on the toolbar invokes a special "Help mode".



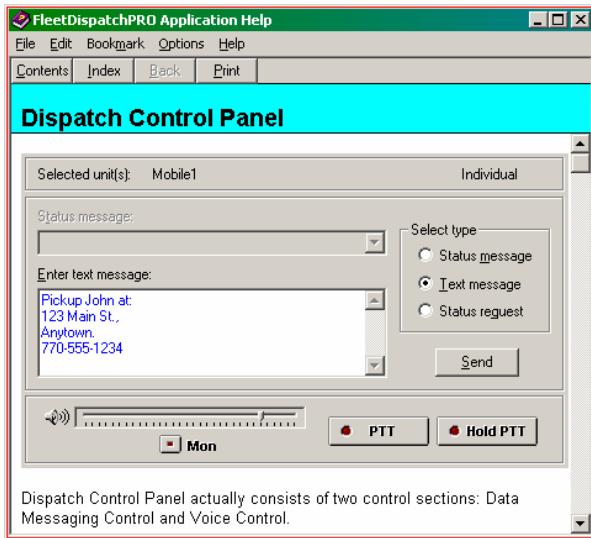
- The mouse cursor turns into a Help cursor (arrow + question mark).



- Move the Help cursor to the area of the user interface where you want to get help on (e.g. Dispatch Control Panel) and click on it.



4. The online Help main screen appears and displays a topic that describes the selected item.

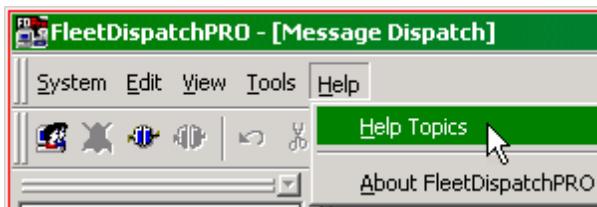


You can use the same procedure to get help on the other parts of the user interface.

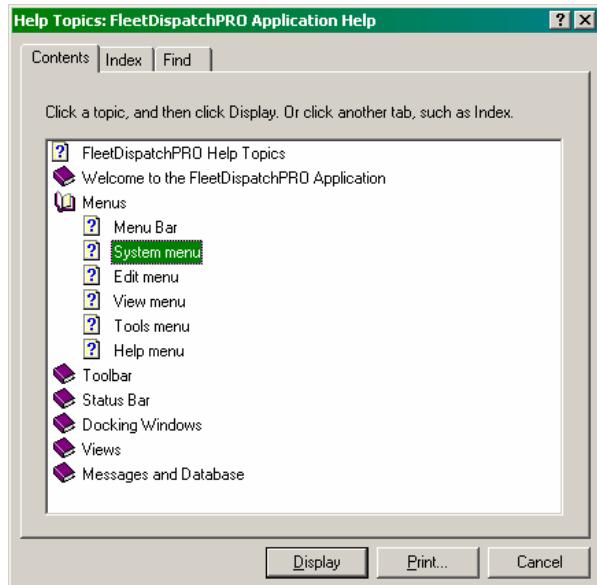
5.15.2. Using Help Topics Menu Item

To launch the online Help:

1. Select Help menu, and select Help Topics menu item.

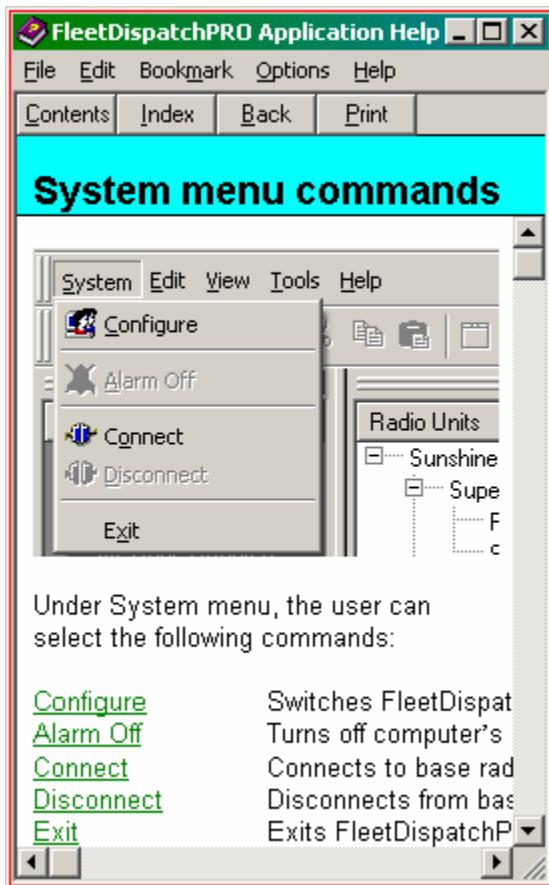


2. The Help Topics dialog box appears. The dialog box shows two types of items, distinguished by the icons preceding the text labels. The "paper with a question mark" icon represents a help topic, while the book icon contains a list of help topics.



Note: The label of the first button at the bottom of the Help Topics dialog box changes between **Open** and **Display** depending on whether a book item or a help topic is highlighted.

3. To see the list of help topics under a book (e.g. Menus), click on the book and click on the **Open** button. Notice the book icon opens up and a list of topics displayed under the book label.
4. To see a help topic (e.g. System menu) under the book, click on the topic and click on **Display** button.
5. The Help Topics dialog box closes up, and the online Help main screen appears and displays the selected topic as shown in the picture below:



Under System menu, the user can select the following commands:

<u>Configure</u>	Switches FleetDispatchPRO to configuration mode
<u>Alarm Off</u>	Turns off computer's alarm
<u>Connect</u>	Connects to base radio
<u>Disconnect</u>	Disconnects from base radio
<u>Exit</u>	Exits FleetDispatchPRO

To open the Help Topics dialog box from the Help main screen, click the **Contents** button near the top of the Help main screen.

5.15.3. Green Underlined Help Links

The green underlined words that appear in help topic screens are links to help topics that further explain the green underlined words. When you move the mouse cursor to pause over a link, the mouse cursor turns into a hand cursor indicating that it is right on top of the green text. Clicking on the link takes you to the corresponding screen.

6. Software Functions

6.1. Menus



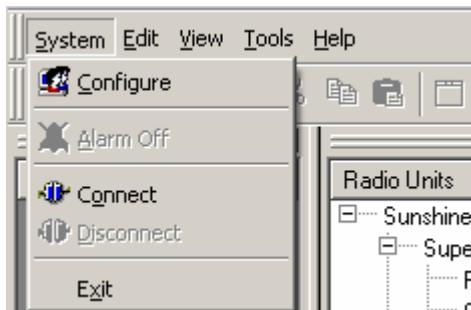
FleetDispatchPRO's Menu bar contains the following menus:

- System menu
- Edit menu
- View menu
- Tools menu
- Help menu

Under each menu is a list of menu items, this is where the user selects a command to carry out an operation.

To see the menu items of a menu, move the mouse pointer to the menu (for example, "System" menu,) and click on it. A drop down list appears and displays the menu items. When you move the mouse cursor to hover over a menu item, the menu item is highlighted, and the status bar at the bottom of the main window displays more information about the menu item.

6.1.1. System Menu



Under System menu, the user can select the following commands:

Configure	Switches FleetDispatchPRO between Configure mode and Run mode.
Alarm Off	Turns off computer's audio and visual alerts.
Connect	Connects to base radio.
Disconnect	Disconnects from base radio.

Exit	Exits FleetDispatchPRO application.
------	-------------------------------------

The Alarm Off menu item is enabled only when an Emergency message is received, the user can then select the menu item to turn it off.

6.1.1.1. Configure Command

Use this command to turn on Configure mode. When FleetDispatchPRO is in Configure mode, select this command again will return it to Run mode.

It is necessary to properly configure FleetDispatchPRO for it to operate normally. System configuration is allowed (and thus Configure mode is available) only when FleetDispatchPRO is not connected to the base radio.

Selecting the Configure menu item will first cause a password dialog to appear. After a correct password is entered, FleetDispatchPRO switches to Configure mode, and the user/administrator will be able to access the User Administration, Define Messages, and Settings views.

Shortcut	
Toolbar	

6.1.1.2. Alarm Off Command

Use this command to turn off the computer's audio and visual (status bar flashes in red) alerts. When a radio in the field sends an emergency message, FleetDispatchPRO generates an alarm to inform the user of the event. To turn off the alarm, select this command or the toolbar button as shown below.

The Alarm Off command and its toolbar button are available only when an emergency message is received.

Shortcut	
Toolbar	

6.1.1.3. Connect Command

Use this command to connect to the base radio.

The status bar displays the connection status of the serial communication port.

Shortcut	
Toolbar	

Paste	Pastes data from the clipboard into the text window or the grid cell.
Delete	Deletes data from the text window of the Dispatch Control Panel; Or, Deletes record(s) from Define Units tab and Define Supervisors tab.
Select All	Selects all data in the text window of the Dispatch Control Panel.
Mark as Unread	Marks incoming data messages as unread.

6.1.1.4. Disconnect Command

Use this command to disconnect from the base radio.

The status bar displays the connection status of the serial communication port.

Shortcut	
Toolbar	

6.1.1.5. Exit Command

Use this command to end your FleetDispatchPRO session. You can also use the Close command on the application Control menu.

Shortcut	
Mouse	Double-click the application's Control menu button. 
Keys	ALT+F4

6.1.2. Edit Menu

The Edit menu offers the following commands:

Undo	Reverse previous editing operation.
Cut	Deletes data from the text window or the grid cell and moves it to the clipboard.
Copy	Copies data from the text window or the grid cell to the clipboard.

6.1.2.1. Undo Command

Use this command to reverse the last editing action, if possible. The command is enabled or disabled depending on what the last action was. The Undo menu item is disabled (grayed-out) if you cannot reverse your last action.

Shortcut	
Toolbar	
Keys	CTRL+Z

6.1.2.2. Cut Command

Use this command to remove the currently selected data from the text window of the Dispatch Control Panel or from a grid cell and put it on the clipboard. This command is unavailable if there is no data currently selected.

Cutting data to the clipboard replaces the contents previously stored there.

Shortcut	
Toolbar	
Keys	CTRL+X

6.1.2.3. Copy Command

Use this command to copy selected data onto the clipboard. This command is unavailable if there is no data currently selected.

Copying data to the clipboard replaces the contents previously stored there.

Shortcut	
Toolbar	
Keys	CTRL+C

6.1.2.4. Paste Command

Use this command to insert a copy of the clipboard contents at the insertion point. This command is unavailable if the clipboard is empty.

Shortcut	
Toolbar	
Keys	CTRL+V

6.1.2.5. Delete Command

This command works differently under different situations:

a) Use this command to delete text characters from the text window in the Dispatch Control Panel. This command is unavailable if there is no data in the text window;

Or,

b) Use this command to delete one or more selected records (rows) in a grid window. This command applies only to the Define Units tab and Define Supervisors tab.

Fleet Number	Unit ID	Unit Name	User Name	Serial Number	Long Message
100	1000	BASE	Dispatcher	0000000001	<input type="checkbox"/>
100	1500	Mobile1	Alex	0000000002	<input type="checkbox"/>
150	1500	Mobile2	Bobby	0000000003	<input checked="" type="checkbox"/>
▶ 150	1501	Port1	Jim	0000000004	<input type="checkbox"/>
*	0				<input type="checkbox"/>

To select a row, click on the row header cell of the row to be deleted, the row will be highlighted in black background and white text colors.

To select multiple rows, for example three rows, click and hold the mouse button on the row header cell of the first row to be deleted and move the mouse cursor to the third row and release the mouse button. Three rows will be highlighted.

When there is a row highlighted, the Delete menu item is enabled. Selecting the Delete command deletes the highlighted record.

Shortcut	
Keys	Del

6.1.2.6. Select All Command

Use this command to select all data in the text window of the Dispatch Control Panel.

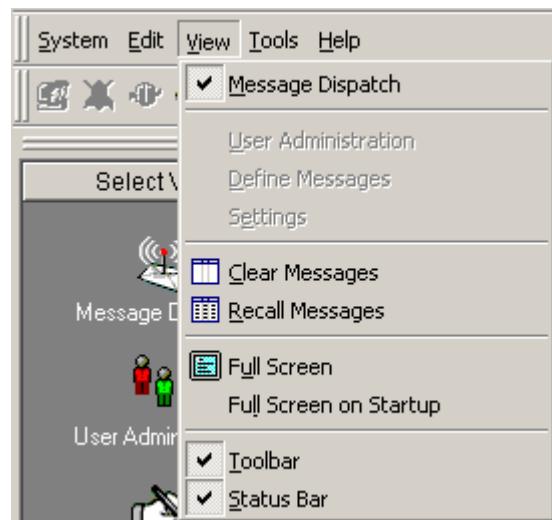
6.1.2.7. Mark as Unread Command

Use this command to mark received data messages as unread. This command only applies to received “data” messages, not voice call activity messages. Data messages are displayed in the Message List of the Message Dispatch view. An unread message is shown in bold text.

To mark a received data message as unread, click on a received data message that is shown in regular text, and select Mark as Unread menu item. The message will be displayed in bold text.

You can also achieve the same result by using the pop-up menu. Use the right mouse button to click on a received data message, a pop-up menu appears and displays the Mark as Unread menu item. Then, use the left-mouse button to click on the Mark as Unread menu item, and the message will be displayed in bold text.

6.1.3. View Menu



The View menu offers the following commands:

Message Dispatch	Displays Message Dispatch view.
User Administration	Displays User Administration view.

Define Messages	Displays Define Message view.
Settings	Displays Settings view.

Clear Messages	Clears all items in the Message List window.
Recall Messages	Retrieves the last 100 messages from the database.

Full Screen	Displays the Message List window in full screen.
Full Screen on Startup	Specifies that next time the program starts in full screen.

Toolbar	Shows or hides the toolbar.
Status Bar	Shows or hides the status bar.

The user/administrator can select to display one of the views: Message Dispatch, User Administration, Define Messages, or Settings. A check mark appearing next to a menu item indicates the menu item is selected and the corresponding view is displayed.

Clear Messages and Recall Messages provide a way to control how many messages to be displayed in the Message List window.

Selecting Full Screen menu item causes FleetDispatchPRO application to display messages in full screen.

Full Screen on Startup menu item provides the user an option of starting the application in full screen.

The user can also toggle the Toolbar and Status Bar on or off.

6.1.3.1. Message Dispatch View Command

Message Dispatch view integrates data messaging capabilities and radio controls into an all-in-one screen. Message Dispatch view is actually a three-way split window that consists of:

- Message List
- Voice Call List
- Dispatch Control Panel

6.1.3.1.1. Message List

Message List	From	To	Sent	Type	Message
02/05/03 05:51:...	Mobile1	BASE		Status	Come to office
02/05/03 05:51:41 PM	BASE	Mobile1	Yes	Status request	
02/05/03 05:49:...	Mobile2	BASE		Status	Pickup next cu
02/05/03 05:47:56 PM	BASE	Mobile2	Yes	Status	Call headquarter
02/05/03 05:47:22 PM	BASE	Mobile1	Yes	Status	Come to office
02/05/03 05:47:...	Mobile1	BASE		Status	Off duty
02/05/03 05:46:31 PM	BASE	Mobile1	Yes	Status	Pickup at airport
02/05/03 05:44:50 PM	BASE	Port1	Yes	Status	Deactivate emer
02/05/03 05:43:...	Port1	BASE		Status	Emergency
02/05/03 05:41:50 PM	BASE	Mobile2	Yes	Long	Pickup John at:
02/05/03 05:39:49 PM	BASE	Mobile1	Yes	Status	Call headquarter
02/05/03 05:38:...	Port1	BASE		Status	Normal operati
02/05/03 05:38:43 PM	BASE	Port1	Yes	Status request	

As the name suggests, Message List displays a list of incoming and outgoing messages in chronological order; the latest message is inserted at the top. It also lists voice call activities that have occurred in the field. The user/administrator can configure FleetDispatchPRO to not display voice call activities in the Message List by selecting the proper option in the Settings view. In any case, all messages are logged into a message list database.

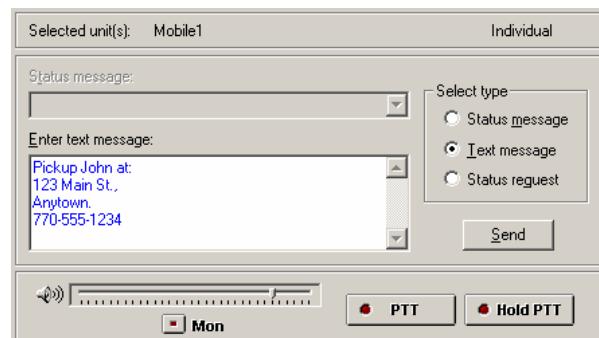
Outgoing messages are color coded with light green pastel background, while incoming messages are displayed with white background. Unread incoming messages are displayed with bold text font.

6.1.3.1.2. Voice Call List

Last 5 Voice Calls	From	To	Type
02/05/03 05:49:07 PM	Mobile2		PTT pressed
02/05/03 05:45:28 PM	BASE	Port1	Call ended
02/05/03 05:45:13 PM	BASE	Port1	Call started
02/05/03 05:40:14 PM	Mobile1	BASE	Call ended
02/05/03 05:40:12 PM	Mobile1	BASE	Call started

Voice Call List was created specifically to allow the user to monitor only voice call activities. Only the last 5 voice calls are displayed.

6.1.3.1.3. Dispatch Control Panel



Dispatch Control Panel actually consists of two control sections:

- Data Messaging Control
- Voice Control

FleetSync™ data messaging is the key feature of this computer aided dispatch system.

FleetSync™ messages include:

- Status messages
- Short text messages
- Long text messages
- Status request messages

With FleetDispatchPRO, the user can send and receive Status, Short and Long messages.

Status request messages allow the user to request status from radios in the field.

The Voice Control provides the user the convenience of making voice calls through the same panel.

The **Mon** button toggles the monitor function on or off.

The **PTT** pushbutton on the panel works exactly like the PTT button on the mobile radio hand-mic. By using the mouse to click and hold the **PTT** pushbutton, the user can talk through the hand-mic until the **PTT** pushbutton is released.

Hold PTT pushbutton provides the convenience of not having to manually hold the **PTT** pushbutton on the screen. Click on the **Hold PTT** pushbutton works the same as push and hold the PTT button on the hand-mic. Click on the **Hold PTT** the second time will release the PTT.

Note: In the case of KMC-9C Base Station Desktop Microphone, the user has to press the PTT button on the Desktop Microphone to use the microphone.

The slider bar is a **volume control**. Available volume levels ranges from 0 to 31, and the default level is 8.

6.1.3.2. User Administration View Command

User Administration view is where the user/administrator sets up user and radio

information. Within this view are three tab windows that divide the task into three stages:

Define Fleets	Define radio fleets or groups.
Define Units	Define radio units to be included in the available fleets.
Define Supervisors	Designate supervisors by selecting from the available supervisor IDs. (Optional)

Each tab window contains a grid that organizes information into rows and columns of data. Please refer to section **3.8 General Usage of Grid Window** for more information on how to use a grid window.

Any fleets, radio units, and supervisors defined in User Administration view will be available as message recipients or voice call recipients in the Radio Units docking window.

6.1.3.2.1. Define Fleets Tab

	Fleet Number	Fleet Name	Fleet Description	Include
▶	100	Fleet 100	Base + M1	<input checked="" type="checkbox"/>
	101	Fleet 101		<input type="checkbox"/>
	102	Fleet 102		<input type="checkbox"/>
	103	Fleet 103		<input type="checkbox"/>
	104			<input type="checkbox"/>
	105			<input type="checkbox"/>
	106			<input type="checkbox"/>
	107			<input type="checkbox"/>
	108			<input type="checkbox"/>
	109			<input type="checkbox"/>
	110			<input type="checkbox"/>

Define Fleets Define Units Define Supervisors Configure  

Typically, a radio system setup begins from creating new fleet groups. The **Define Fleets** tab contains a grid that displays several columns of fleet information.

The **Fleet Number** column lists fleet numbers that are allowed (100 to 349) in the system. The **Fleet Number** column is grayed out (disabled) indicating they are not modifiable. To include a fleet group in the system, look for a desired fleet number (you may need to scroll down the grid,) click on the cell to its right (under the **Fleet Name** column) to make the cell active, enter a fleet name (up to 20 characters), and check the

corresponding checkbox under the **Include** column. The **Fleet Description** field is optional; the user can enter a description up to 25 characters.

Fleet Number	Fleet Name	Fleet Description	Include
100	Fleet 100	Base radio + Mob1	<input checked="" type="checkbox"/>
101	Fleet 101		<input type="checkbox"/>
102	Fleet 102		<input type="checkbox"/>
103	Fleet 103		<input type="checkbox"/>
104			<input type="checkbox"/>
105			<input type="checkbox"/>

As mentioned in the General Usage of Grid Window section, the user has to click on a different row to save the new changes.

Related topics:

- Section 3.8 General Usage of Grid Window
- Section 6.1.2.1 Undo Command

6.1.3.2.2. Define Units Tab

Fleet Number	Unit ID	Unit Name	User Name	Serial Number	Long Message
100	1000	BASE	Dispatcher	0000000001	<input type="checkbox"/>
100	1500	Mobile1	Alex	0000000002	<input type="checkbox"/>
150	1500	Mobile2	Bobby	0000000003	<input checked="" type="checkbox"/>
150	1501	Port1	Jim	0000000004	<input type="checkbox"/>
*	0				<input type="checkbox"/>

After the desired fleet groups have been defined in the **Define Fleets** tab, the next step is to define new radio units in the **Define Units** tab. Within the **Define Units** tab is a grid that displays columns of radio unit information. Among the fields in each row, **Fleet Number**, **Unit ID**, and **Unit Name** are required, the rest are optional.

Fleet Number	Unit ID	Unit Name	User Name	Serial Number	Long Message
100	1000	BASE	Dispatcher	0000000001	<input type="checkbox"/>
Fleet Number	Fleet Name	Fleet Description	Include	0000000002	<input type="checkbox"/>
100	Fleet 100	Base + M1	TRUE	0000000003	<input checked="" type="checkbox"/>
101	Fleet 101		FALSE	0000000004	<input type="checkbox"/>
*	102	Fleet 102	FALSE		<input type="checkbox"/>
	103	Fleet 103	FALSE		<input type="checkbox"/>
	104		FALSE		<input type="checkbox"/>
	105		FALSE		<input type="checkbox"/>
	106		FALSE		<input type="checkbox"/>

Every radio unit is assigned to a fleet group; therefore, a fleet number must be selected for each radio unit. The cells in the **Fleet Number** column are actually combo boxes that list all allowable fleet numbers.

To see the fleet number list, click on a cell under **Fleet Number** to make the cell active and a down arrow button appears on the right end of the cell. Click on the down arrow causes a dropdown table to appear right below the active cell. As shown in the figure above, the dropdown table lists exactly the same information as that in the **Define Fleets** tab. The user is able to select a fleet number from the list for the active **Fleet Number** cell. Notice that the fields under the **Include** column indicate whether the corresponding fleet numbers are included in the system. The user is allowed to select fleet numbers that are not included in the system, but only the included fleet groups are available for selection in the Radio Units docking window. After a fleet number is selected, the dropdown table closes and the fleet number is inserted into the active **Fleet Number** cell.

Next, click on the **Unit ID** cell in the same row and enter an ID number; a valid **Unit ID** ranges from 1000 to 4999.

Then, click on the **Unit Name** cell in the same row and enter a name for the radio unit; up to 20 characters are allowed.

The **User Name** (up to 20 characters) and the **Serial Number** (up to 10 characters) are optional. **User Name** field can be used to assign a person's name or job title to a radio unit. **Serial Number** field is used to record the serial number on the radio.

The checkboxes in the **Long Message** column specify whether the corresponding radios are allowed to receive long messages.

Note: You need to click on a different row to save any changes.

Related topics:

- Section 3.8 General Usage of Grid Window
- Section 6.1.2.5 Delete Command
- Section 6.1.2.1 Undo Command

6.1.3.2.3. Define Supervisors Tab

After fleet groups and radio units are defined, the user/administrator is able designate certain radios as supervisors. **Define Supervisors** tab contains only two columns of data fields: **Supervisor ID** and **Supervisor Name**.

Supervisor ID	Supervisor Name
▶ 1000	Primary supervisors
1500	Secondary supervsrs
*	

Define Fleets Define Units **Define Supervisors**

Configure   

Cells in the **Supervisor ID** column are combo boxes that list **Units IDs** that the user/administrator can specify as supervisor IDs. Click on a cell in the **Supervisor ID** column makes the cell active and a down arrow button appears on the right end of the cell.

Supervisor ID	Supervisor Name
▶ 1000	Primary supervisors
Unit ID	Secondary supervsrs
*	

Define Fleets Define Units **Define Supervisors**

Configure   

Click on the down arrow causes a dropdown table to appear right below the active cell. The dropdown table lists only unique **Unit IDs** defined in the **Define Units** tab. Once an ID is selected, click on the **Supervisor Name** cell in the same row to enter a name for it.

Note: You need to click on a different row to save any changes.

Related topics:

- Section 6.1.3.2.1 Define Fleets Tab
- Section 3.8 General Usage of Grid Window
- Section 6.1.2.5 Delete Command
- Section 6.1.2.1 Undo Command

6.1.3.3. Define Messages View Command

There are two types of messages the user/administrator can predefine in the FleetDispatchPRO application: FleetSync™ status messages and predefined short messages.

6.1.3.3.1. Status Messages Tab

Status Number	Status Message	Quick Status
▶ 10	Call headquarter	<input checked="" type="checkbox"/>
11	Call home	<input type="checkbox"/>
12	Pickup at airport	<input checked="" type="checkbox"/>
13	Pickup at mall	<input type="checkbox"/>
14	Pickup next customer	<input checked="" type="checkbox"/>
15	Come to office	<input checked="" type="checkbox"/>
16	Go to lunch	<input checked="" type="checkbox"/>
17	Off duty	<input checked="" type="checkbox"/>
18	Call Alex	<input type="checkbox"/>
19	Call Jim	<input type="checkbox"/>
20	Call Bobby	<input checked="" type="checkbox"/>
21	Call Tony	<input type="checkbox"/>
22		<input type="checkbox"/>
23		<input type="checkbox"/>

Status Messages Predefined Messages

Configure   

Status messages are messages that are associated with the FleetSync™ status code numbers. FleetSync™ status code ranges from 10 to 99, however, only status numbers 10 to 79 are user-definable, status numbers 80 to 99 are special reserved code.

Status Messages tab lets the user/administrator associate text messages with those code numbers. To define a message, look for the desired number in the **Status Number** column, click on the **Status Message** cell in the same row and enter a text message up to 25 characters. Any status messages defined here will be available in the Dispatch Control Panel.

The checkboxes in the **Quick Status** column specify whether to include the corresponding status messages in the Quick Status list in the Shortcut docking window.

Status Number	Status Message	Quick Status
80	Normal operation	<input type="checkbox"/>
81	Not defined	<input type="checkbox"/>
82	Not defined	<input type="checkbox"/>
83	Not defined	<input type="checkbox"/>
84	Not defined	<input type="checkbox"/>
85	Not defined	<input type="checkbox"/>
86	Not defined	<input type="checkbox"/>
87	Not defined	<input type="checkbox"/>
88	Deactivate emergency mode	<input checked="" type="checkbox"/>
89	Activate horn alert	<input checked="" type="checkbox"/>
90	Stun (TX inhibit)	<input checked="" type="checkbox"/>
91	Stun (TX/RX inhibit)	<input checked="" type="checkbox"/>
92	Deactivate remote stun	<input checked="" type="checkbox"/>
93	TX disabled (resp. to 90)	<input type="checkbox"/>
94	TX/RX disabled (resp. 91)	<input type="checkbox"/>
95	Reserved	<input type="checkbox"/>
96	Reserved	<input type="checkbox"/>
97	Reserved	<input type="checkbox"/>
98	Emergency Man-down	<input type="checkbox"/>
99	Emergency	<input type="checkbox"/>

Five of the special reserved code numbers are available to the user; they are status numbers 88 to 92. These numbers already have messages defined for them by the radio designers.

Related topics:

- [Section 3.8 General Usage of Grid Window](#)
- [Section 6.1.2.1 Undo Command](#)

6.1.3.3.2. Predefined Messages Tab

Message Number	Predefined Message	Quick Message
1	Take your car to service	<input checked="" type="checkbox"/>
2	Pkup Sue: KC's Pizza, 1100 Peachtree St	<input checked="" type="checkbox"/>
3	Good morning	<input checked="" type="checkbox"/>
4	Good job	<input checked="" type="checkbox"/>
5		<input type="checkbox"/>

The user/administrator may need to send the same messages to field radios from time to time, the **Predefined Messages** tab provides a way of creating canned messages. Predefined messages are short text messages (maximum of 48 characters.)

Instead of repeating the same messages in the Dispatch Control Panel, the user/administrator can define short messages in this tab, and specify to include them in the Quick Message list in the Shortcut docking window. Messages that are included are available for the user to select and send to field radios.

To define a message, look for an empty cell in the **Predefined Message** column, click on the cell, and enter a text message up to 48 characters. The user can also edit existing messages.

The checkboxes in the **Quick Message** column specify whether to include the corresponding predefined messages in the Quick Message list in the Shortcut docking window.

Related topics:

- [Section 3.8 General Usage of Grid Window](#)
- [Section 6.1.2.1 Undo Command](#)

6.1.3.4. Settings View Command

Communication port:

Password: Skip password for this session

Radio Units

System name:	<input type="text" value="Sunshine Cab"/>
Base radio name:	<input type="text" value="BASE (1001000)"/>
Base radio model:	<input type="text" value="80 - Series"/>

Select unit identifier(s) to be displayed:

Unit Name User Name Full ID Serial Number

Main identifier:

Base radio response timeout

Long message timeout (sec):	<input type="text" value="45"/>
Other message timeout (sec):	<input type="text" value="11"/>

Message List

Display data messages only

Use current database file:

Message Alert

Play an audible alert when an emergency message arrives:

Play an audible alert when a new message arrives:

Settings view consists of data fields used for general settings of FleetDispatchPRO application. Proper settings are required for FleetDispatchPRO to function correctly.

The user/administrator can select a serial communication port in the **Communication port** combo box for the connection between the PC and the base radio.

Password Groupbox

Change Password button lets the user/administrator change his/her password. To switch FleetDispatchPRO from Run mode to Configure mode, a password is required to prevent any tampering of the system configuration. Once FleetDispatchPRO is in Configure mode, the user/administrator can change the password in the Settings view by clicking on the **Change Password** button.

During the process of configuring the system, the user/administrator may have to repeatedly get into Configure mode to set up the system and return to Run mode to verify. For convenience, **Skip password for this session** checkbox allows the user/administrator to bypass the password requirement. If the checkbox is checked, a password is not required the next time the user/administrator turns on Configure mode. As the name suggests, password requirement is skipped only for this session, which means that after FleetDispatchPRO is closed, the next time it is launched, a password is required to turn on Configure mode.

After the user/administrator is satisfied with the configuration, **Skip password for this session** should be unchecked before exiting Configure mode.

Radio Units Groupbox

System name field defines the root item label in the Radio Units docking window. When the **System name** is selected in the Radio Units docking window, any messages sent out or voice calls initiated by the dispatcher are broadcast to all radios in the system

Base radio name combo box designates one of the radios defined in the User Administration view to be the base radio. A base radio is the radio that is connected to the computer through a serial cable.

Base radio model combo box indicates the model name of the radio connected to the computer.

Radio Units docking window lists all the active radios defined in the User Administration view. These radios are listed with one or more of the following identifiers: unit name, user name, full ID, and serial number. The user/administrator can decide whether or not to display one or more of these identifiers in the Radio Units docking window by checking or unchecking the **Unit Name**, **User Name**, **Full ID**, and **Serial Number** checkboxes in the Settings view. If none is specified, unit names of the radios will be displayed by default.

Main identifier combo box specifies which identifier is to be displayed first for each radio listed in the Radio Units docking window.

Base radio response timeout Groupbox

Long message timeout specifies the maximum amount of time FleetDispatchPRO will wait for a response from the base radio after a long message is sent, before FleetDispatchPRO considers it as a failed attempt.

Similarly, **Other message timeout** specifies the maximum amount of time FleetDispatchPRO will wait for a response from the base radio after a short message, a status message, or a status request message is sent.

It is recommended that the **Long message timeout** and **Other message timeout** be set to at least 45 and 11 seconds, respectively. Depending on the base radio configuration, the user/administrator may adjust these values accordingly.

Message List Groupbox

Display data messages only checkbox specifies whether or not to display voice call activities in the Message List window of the Message Dispatch view.

The full path and file name of the currently active message database are shown under the **Display data messages only** checkbox. The user/administrator can specify an alternate database for logging messages by selecting the **New Name** button or the **User-specified...** button. The full path and file name of the newly specified database will be shown accordingly.

If the user/administrator has specified a new database name and decided to abandon it, he can discard the new database name and revert to

using the currently active database by selecting the **Use Current** button.

All incoming and outgoing data messages and voice call activities are saved in this database, up to 1.5 million items. When that limit is reached, the oldest message is deleted for every new message logged, that is, first message in first message out.

Message Alert Groupbox

The checkbox labeled **Play an audible alert when an emergency message arrives** allows you to enable or disable the audible portion of the emergency signal that FleetDispatchPRO generates. The display window below this checkbox indicates the file name and location of the wave file for this alert.

Similarly, the checkbox labeled **Play an audible alert when a new message arrives** lets you enable or disable the new message alert. The wave file for this message alert is shown right below the checkbox.

The **Browse...** button under each checkbox allows the user/administrator to select an alternate wave file for the corresponding message alert. And clicking on the **Use Current** buttons will undo the selections of the alternate wave files.

The emergency alert wave file is played repeatedly until the user clicks on the "Alarm Off" toolbar button; see **5.14 Turn Off Emergency Alert**.

The new message alert wave file is played once each time a new message arrives.

Note that your computer must be equipped with a sound card and it must be properly set up to play wave files.

6.1.3.5. Clear Messages Command

Use this command to clear out all items displayed in the Message List window.

If there is no item listed in the Message List window, this command is disabled.

Shortcut	
Toolbar	

6.1.3.6. Recall Messages Command

Use this command to retrieve previous messages from the database (100 at a time) and display them in the message List window.

Shortcut	
Toolbar	

6.1.3.7. Full Screen Command

This command causes the Message List window to display in the entire screen of the monitor. This command is only available in Run mode.

Shortcut	
Toolbar	

6.1.3.8. Full Screen on Startup Command

This command is actually an option that allows the user to specify how the Message List window is displayed the next time the application is launched.

A check mark appears next to the menu item indicates the option is turned on. Without the check mark, it is turned off. This command is only available in Run mode.

6.1.3.9. Toolbar Command

Use this command to display or hide the Toolbar, which includes buttons for some of the most common commands in FleetDispatchPRO, such as System Connect.

A check mark appears next to the menu item when the Toolbar is displayed.

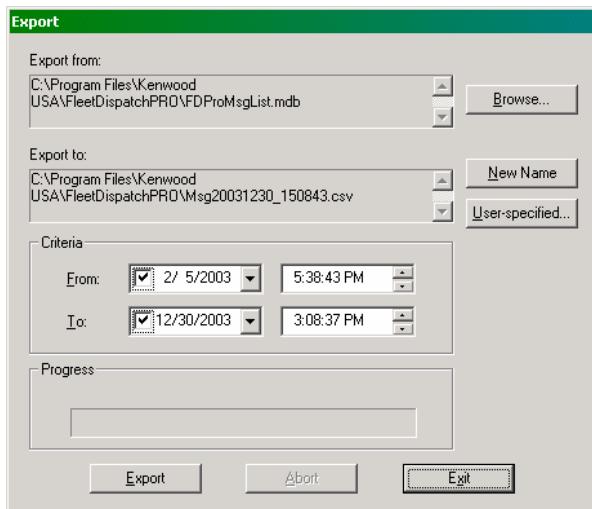
6.1.3.10. Status Bar Command

Use this command to display or hide the Status Bar, which describes the action to be executed by a selected menu item or depressed toolbar button.

A check mark appears next to the menu item when the Status Bar is displayed.

6.1.4. Tools Menu

6.1.4.1. Export... Command



Use this command to invoke the Export dialog box, which is an export messages utility. This utility allows the user to export messages from a database to a Comma Separated Values (CSV) file.

The Export dialog box provides some flexibility in allowing the user to select a database for exporting messages, to specify a preferred name for the CSV file, and to limit the amount of messages exported using a set of criteria.

The CSV files are created with a naming convention that ensures unique file names; for example, a file name,

Msg20031015_162118.csv,

indicates that the file was created on October 15th, 2003, at 4:21:18 PM. The military format is adopted for the time portion of the name. By default, the CSV files are stored in the same directory where FleetDispatchPRO is installed, unless the user has selected a different one. The user may open the CSV files with any software that accepts CSV format (e.g. Microsoft Excel) or with a text editor.

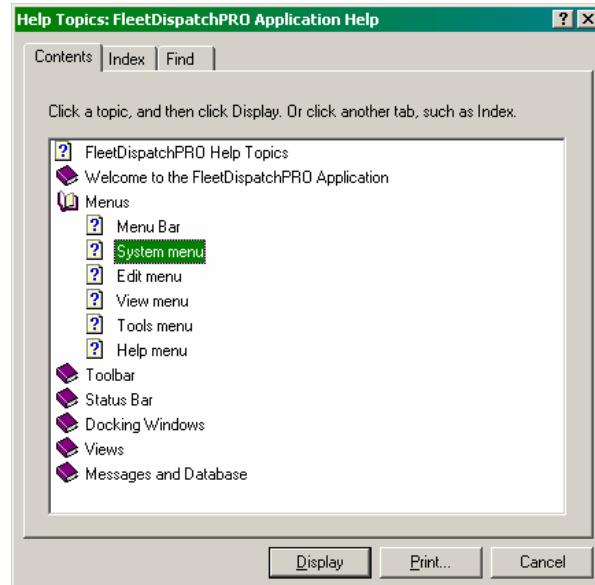
6.1.5. Help Menu

The Help menu offers the following commands, which provide you assistance with this application:

Help Topics	Offers you an index to topics on which you can get help.
About	Displays the version number of this application.

6.1.5.1. Help Topics Command

Use this command to display the Help Topics dialog box:



From the Help Topics dialog box, you can jump to instructions for using FleetDispatchPRO and various types of reference information.

The help information on specific topic is displayed in an online Help main screen. To return to the Help Topics dialog box from the Help main screen, click the Contents button on the Help main screen.

6.2. Toolbar



The toolbar is displayed across the top of the main window, right below the menu bar. The toolbar provides a quick access to a number of the menu item commands in FleetDispatchPRO.

When the mouse cursor pauses over a toolbar button, a small ToolTip window displaying the button's command appears near the mouse

pointer, and the status bar displays more information about the toolbar button.

To hide or display the regular screen toolbar, select Toolbar command on the View menu, or press the key combination: Alt+V and then T.

When FleetDispatchPRO is in full screen view, it displays a rather different toolbar as shown below:



6.2.1. Toolbar Buttons

The following table lists the functions of the buttons:

Click To
 Configure FleetDispatchPRO application.
 Turn off FleetDispatchPRO emergency alarm. See Alarm Off command.
 Connect to the base radio.
 Disconnect from the base radio.
 Reverse the last editing. Note: You cannot undo some actions.
 Remove selected data and store it on the clipboard.
 Copy the selection to the clipboard.
 Insert the contents of the clipboard at the insertion point.
 Clear all items in the Message List window.
 Retrieve the last 100 messages from the database.
 Display the Message List window in full screen or regular screen.
 Context Help button.
 Close FleetDispatchPRO application during full screen view.

When FleetDispatchPRO is launched, it is executing in Run mode. In Run mode, notice that the Configure button  and the Connect button  are enabled. This means that the user can either configure the software or connect to the base radio.

Note: If this is the first time FleetDispatchPRO is launched, it is necessary to configure the software before you attempt to connect to the base radio.

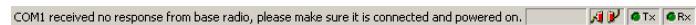
6.2.2. Connect/Disconnect Base Radio

To connect to the base radio, click on the Connect button . Once a connection is made, the Disconnect button  is enabled to allow disconnection from the base radio. While connected, the Configure button  is disabled, indicating that system configuration is not allowed.

6.2.3. Configure FleetDispatchPRO

While not connected to the base radio, the user/administrator is able to configure the system by clicking the Configure button . Selecting the Configure button will first cause a password dialog to appear, after a proper password is entered, FleetDispatchPRO switches to Configure mode, and the user/administrator will be able to access the User Administration, Define Messages, and Settings views.

6.3. Status Bar



The status bar is displayed at the bottom of the FleetDispatchPRO window. To display or hide the status bar, select the Status Bar command on the View menu.

The left section of the status bar displays status and error messages. In addition, this section shows messages that describe the functions of menu items as you use the arrow keys to navigate through menus. This section also shows messages that describe the functions of toolbar

buttons as the mouse cursor pauses over those toolbar buttons.

The sections on the right provide visual indication of the connection status of the serial communication port.



When FleetDispatchPRO is not connected to the base radio, the red “connectors” indicator is shown as separated.



While making an attempt to connect, the “connectors” indicator is shown as above.



When connected, the “connectors” are joined and they turn into green color.



When in Configure mode, the text indicator displays “Configure”. You can only configure the software when it is not connected to a base radio.

The Tx and Rx LED lights simulate activities happening at the serial communication port; it provides visual indication of data transmission between the PC and the base radio.

6.4. Shortcut Docking Window

The Shortcut docking window contains three shortcut lists:

- Select View shortcut buttons
- Quick Status message list
- Quick Message list (predefined short text messages)

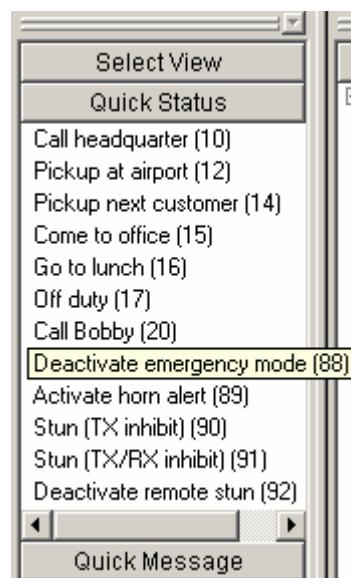
6.4.1. Select View Shortcut Buttons



This shortcut list contains a list of buttons that provide a quick access to a desired view, instead of selecting a command on the View menu.

In Run mode, only the Message Dispatch button is accessible. In Configure mode, the user/administrator is allowed to select between Message Dispatch, User Administration, Define Messages, and Settings views by clicking on the corresponding buttons. However, the Message Dispatch view is disabled in Configure mode.

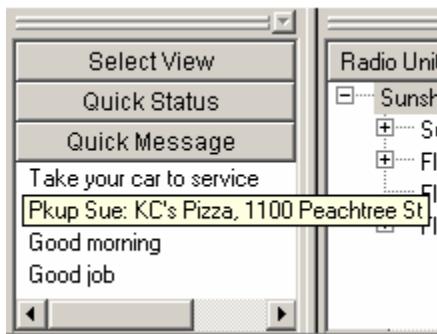
6.4.2. Quick Status Message List



The Quick Status message list contains a list of FleetSync™ status messages that the user can select to send to a mobile radio. The purpose of this list is to provide the user an easy access to a short list of most frequently used status messages. The user can specify which of the 75 (70 user-defined and 5 special reserved) status messages defined in the Define Messages view are to be included in this Quick Status list. If desired, all status messages can be included.

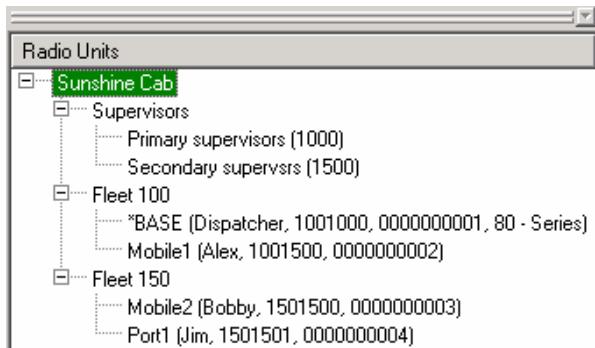
The numbers enclosed in the parentheses at the end of each messages are FleetSync™ status code numbers that are associated with the defined messages.

6.4.3. Quick Message List



The Quick Message list lets the user send most frequently used predefined short messages without having to repeat typing the same messages. The user can specify which of the 100 predefined short messages in the Define Messages view are to be included in this list. If desired, all short messages can be included.

6.5. Radio Unit Docking Window



The Radio Units docking window displays a hierarchical list of items, which provides a clear

view of the organizational structure of the radio system. The tree items represent voice call or message receivers; a receiver can be an individual radio user, a fleet group, or the entire system. The FleetDispatchPRO user (e.g. a dispatcher) has to select a receiver in order to make a call or send a message.

At the root of the tree structure is a user-definable system name, e.g. Kenwood, or Sunshine Cab Company. (System name is defined in the Settings view.)

Under the system name root item is a list of items that represent fleet groups (e.g. you can define them as Fleet 100, Warehouse, etc.), with the exception of "Supervisors" item. Each fleet group item can have a list of radio unit sub-items associated with it. By double-clicking a fleet group item, the user can expand or collapse the associated list of radio unit sub-items. The same can also be done by clicking the square boxes with a + or - sign preceding the fleet group items.

The "Supervisors" item is a special case, it does not represent a fleet group. It contains a list of supervisor sub-items defined in the User Administration view. The "Supervisors" item exists only if the user/administrator defined at least one supervisor.

Fleet group items and their radio unit sub-items are defined in the User Administration view. FleetDispatchPRO supports up to 4000 FleetSync™ IDs.

When an item in the Radio Units docking window is selected, the Dispatch Control Panel shows the selected unit and indicates the type of the call, that is, the panel indicates whether the FleetDispatchPRO user has selected an individual, a group, a broadcast, or a supervisor call target. Call types are determined as the following:

<u>Selected Item</u>	<u>Call Type</u>
System name root item	Broadcast
Fleet group item	Group
Supervisor sub-item	Supervisor
Radio unit sub-item	Individual

7. Troubleshooting

Security Key Not Found



Make sure the hardware key is attached to the parallel/printer port of your computer. The parallel port is a 25-pin connector typically located in the back panel of the computer.

Communication Link Not Established



Before you send a message or make a call, you need to electronically connect to the base radio. See section [5.3 Connect to Base Radio](#).

No Response From Base Radio



Error Message:

"COM# received no response from base radio, please make sure it is connected and powered on."

where # = serial port number you have selected in the Settings view.

Possible causes:

- 1) The base radio is not plugged in to the serial port of the computer.
- 2) The base radio is not powered on.
- 3) The base radio is plugged in to another serial port of the computer. For example, you

selected serial port 1 in Settings view, but you plugged in the base radio serial cable to serial port 2 of your computer.

- 4) Base radio response timeout is too short. Increase the timeout value for the **Other message timeout** field or **Long message timeout** field in the Settings view, depending on what type of message you are sending that causes the error message.

If the message appears when you are trying to connect to the base radio and the other possible causes do not apply, then increase the **Other message timeout** value.

See section [4.4.8 Adjust Response Timeout](#).

Cannot Hear Message Alert

Possible causes:

- 1) The speakers are not plugged in to the sound card.
- 2) The speakers are not powered on.
- 3) The speakers' volume is not turned up.
- 4) There is no sound card installed on the computer.
- 5) The sound card is muted by the Volume Control applet.
- 6) The wave files selected in the Settings View have been removed.
- 7) The audio driver is not installed.